**Zachary J Leone**

18538 W Thistle Landing Dr

Goodyear, AZ 85338

(630) 746-9511 | zjleone@gmail.com

**OBJECTIVE**

To utilize my technical and communication skills and further develop my ability to adapt to new environments by working in an IT or networking position. This will allow me to gain applicable experience in these fields to help further my career in networking and coding.

**EDUCATION**

**College of DuPage** – Glen Ellyn, IL 2016-2018

Associate in Applied Science, Information Systems Security

Certifications awarded include Internetworking Technician,

CCNA Security, CompTIA A+/ Network+ PC Technician,

System Support Specialist

**University of Illinois at Chicago –** Chicago, IL 2015-2016 Earned 42 credits towards a BS in Computer Science

**Tulane University** - New Orleans, LA 2014-2015 Bachelor of Science, Chemical Engineering

**Neuqua Valley High School** - Naperville, IL 2010-2014 High School Diploma

**EXPERIENCE**

**All Information Systems, Inc.** – Oakbrook Terrace, IL 2019-Present

Tier 2 Help Desk Technician

* Automated our network scanning tool, Network Detective, to run and generate quarterly based security reports.
* Worked and adapted to over 60 client environments depending on client resources and needs. Includes troubleshooting VPNs and helping clients shift to remote work during Covid.
* Collaborated with international partners and clients to help them grown and succeed in their respective industries (Canada, Germany, Spain, and Poland).
* Performed O365 migrations and troubleshooting for clients with 100+ users.
* Developed a strong knowledge of AD and Azure AD and their respective environments and Hybrid deployments.
* Trained new technicians on proper procedure and white glove service to our clients and VIPs.

**Tie National, LLC** – Aurora, IL 2018-2019

IT Help Desk Technician

* Worked with a small team to provide regular, remote, and onsite support to businesses across the United States.
* Logged tickets and dispatched technicians in a timely manner for quick resolutions or troubleshooted with the technicians to resolve any issues
* Collaborated with Cisco Meraki, Horizon River, and corporate based IT support teams to resolve networking issues
* Helped rollout new POS hardware and software to over 50 franchises and provided ongoing support and feedback as issues arose

**SKILLS**

* Interpersonal Communication
* Proficient in MS, MacOS, and Linux based software, systems, and servers
* Strong at technical troubleshooting and resolution
* Hands-on experience with routers, switches, and firewalls (Juniper, Cisco, etc.)
* Strong understanding of TCP/IP stack protocols
* Ability to quickly adapt and learn