

Zachariah Spencer

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SUMMARY

- Expansive knowledge of the tech & SaaS industry
- Proficient in a variety of programming languages as well as SOLID and OOP principles, with a strong ability to adapt to new languages and technologies as needed. A few of these languages include:
 - Java
 - Python
 - C++
 - JavaScript
- Adept at identifying and resolving complex software issues, utilizing strong analytical and problem-solving skills to optimize code and enhance application performance.
- Skilled in Agile development methodologies, with a proven track record of collaborating with cross-functional teams to deliver high-quality software products on time and within budget.
- Proficient in Git and continuous integration/continuous deployment (CI/CD) pipelines, enabling efficient teamwork and streamlined development processes, while also demonstrating a commitment to code quality and best practices.

EDUCATION

Southern New Hampshire University

AUGUST 2022 - PURSUING

Bachelor's Degree of Computer Science

Tarrant County College

JANUARY 2017 - DECEMBER 2020

Associate's Degree of Science

CERTIFICATION & LICENSES

CompTIA A+

—*CompTIA*

Java

—*SoloLearn*

SQL Fundamentals

—*SoloLearn*

MEAN Web Developer Bootcamp

—*Udemy*

EXPERIENCE

Horace Mann, Dallas TX — *Information Technology Professional / Technical Asset Manager*

2019

- Collaborated with various departments, such as procurement and finance, to ensure that all IT assets are acquired and disposed of in compliance with company policies and regulatory requirements.
- Developed and implemented asset management policies, procedures, and standards to ensure effective utilization of resources and cost optimization.
- Worked closely with IT and business stakeholders to assess technology needs, evaluate new solutions, and make recommendations for upgrades or replacements.

- Monitored and managed vendor relationships related to IT asset management, negotiating contracts, and ensuring service levels are met.

Charles Schwab, Westlake TX — *Information Technology Professional / Help Desk Specialist*

2020

- Provided first-level technical support to end-users via phone, email, and chat to troubleshoot and resolve hardware, software, and network issues.
- Escalated complex issues to higher-level support teams or vendors and collaborated to resolve said issues.
- Administered and maintained user accounts, permissions, and access to corporate systems and applications.
- Performed regular hardware and software maintenance tasks, including patching, upgrading, and configuring devices.

Truss, Remote — *Sales Development Representative*

2023-PRESENT

- Identified and qualified leads using data-driven techniques, mirroring the process of identifying potential users or clients for software products.
- Utilized strong communication and networking skills to initiate and nurture relationships with prospects.
- Demonstrated a capacity to grasp and communicate the intricacies of software solutions to both technical and non-technical audiences by gaining an in-depth understanding of complex fintech products.
- Utilized sales technologies, including CRMs and email automation tools for project management and collaboration.
- Employed data-driven decision-making, such as understanding market trends and user needs in order to conduct market research and data analysis to identify business growth opportunities,

Chick-fil-A, Lake Worth TX — *Director of Training & Hiring / Manager*

2015-2023

- Fostered a positive and inclusive workplace culture, promoting teamwork, open communication, and employee engagement.
- Managed and optimized Learning Management Systems (LMS) for training purposes, ensuring a smooth learning experience for employees.
- Employed the use of various software tools for creating training materials, including eLearning authoring tools and graphic design software applications, allowing for contribution to user interfaces and multimedia aspects of software.
- Tracked training progress and performance for 100+ employees, using data analytics and reporting tools for data-driven decision-making.
- Successfully introduced and integrated new technologies and training methodologies, showcasing an ability to adapt to and adopt new technologies.
- Provided technical support to trainers and trainees, employing strong problem-solving and troubleshooting skills to identify and resolve technical issues.