

Zachary Mann

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EDUCATION

BC Skills Academy

Campbellsville, KY

February 2021--May 2021

- Learned how to code and program using many languages
- HTML5, CSS3, SASS, React, Javascript

Bluegrass Community and Technical College

Lexington, KY

August 2011-May 2012

- Sought a degree in nursing before switching majors to computer information technologies

Adair County High School

Columbia, KY

August 2007-May 2011

- Graduated with honors in the arts

EXPERIENCE

Freelance Computer Repair

Lexington, KY

Columbia, KY

August 2010-Present

- Having built rapport with clients over the years, I continue to be the "IT guy" for many individuals as well as some smaller local real estate investors.

Gill Manufacturing — Network Technician

Richmond, KY

December 2018-August 2019

- Responsible for all computers in four plants across two states.
- Responsible for outlining projects and deploying them
- Maintain Server Rack and Rack Space
- Maintain and deploy printers
- Maintain web traffic as well as email traffic

SKILLS

HTML5

CSS3

SASS

React

Javascript

Terminal

Powershell

GIT

Axios

Node.js

Express

MongoDB

MySQL

GIMP

Microsoft 365

Active Directory

Windows Server OS

Meraki

ARCMAP/GIS

ISO Standard Cell Phone
Repair Certification

Micro/Soldering experience

CPR Cell Phone and Computer Repair — Manager

Lexington, KY

February 2018-December 2018

- Maintained inventory/cross reference stock with two other stores.
- Maintained store schedule
- Canvas through the local market in order to bring more business by networking with other businesses to build working relationships.
- All duties of store Technician as well as managerial duties

CPR Cell Phone and Computer Repair — Assistant Manager

Lexington, KY

February 2017- March 2018

- Was hired as an assistant manager with the opportunity for manager positions as the franchise grew. As of 2018 there are over 500 different stores in the USA, and 3 here in Lexington. The store that I ran was given rookie store of the year from Corporate for our volume of repair, the amount of money made doing said repairs.
- Developed many techniques used in keeping inventory, getting customers in the door, and providing them with exceptional customer service.
- Implemented best processes available for this scale of franchise over the state of Kentucky.
- Created a master pricing list with data points from all over the USA and in Lexington to properly assess the market value of proper computer and cell phone maintenance. As well, helped with physically building the store, ranging from laying tile, to moving furniture, etc.

Adair County Fiscal Court/911 Center —

Mapping/Addressing/IT Coordinator

Columbia, KY

October 2015 - July 2016

- Responsible for the maintenance of all county addresses and measurement of roads.
- Duties included creation of new addresses and measurement of length and easements of county roads.
- Responsible for maintenance of the county map for the state government as well as the local 911 center.
- Ensured that the computer-aided dispatch was running as expected.
- Maintained database for all emergency employees as well as the systems in which they are contacted in case of emergency (e.g., text, page, and phone calls).

- Worked heavily with ARCGIS and other applications pertaining to the greater map for emergency services as well as state personnel.
- With the responsibility of mapping and addressing for the county, I was the IT personnel for the fiscal court as well as the 911 center.
 - o Duties included common computer maintenance and server maintenance.
 - o Implemented an improved method for magistrates to deal with work orders from one department to another.
 - o Lowered the annual fiscal budgets in multiple departments.
 - o Improved workplace efficiency.

Adair County EMS/Police Department/ Jail — IT Support

Columbia, KY

August 2015 - August 2016

- Responsible for on-call service requests, including hardware changes such as server migration for bill pay to the maintenance of local network infrastructure and general hardware repair.
- Responsible for helping maintain access to state databases that were responsible for the police force to complete various tasks, from running warrants searches and pulling police reports to simply accessing emails.
- Responsible for the general maintenance of hardware and software pertaining to the jobs of the police force.
- Responsible for servicing servers that were used for the commissary as well as working with many other distributors to solve issues with remote connections to other facilities in order for them to meet state regulations.
- Security camera repair was completed due to removal of cameras by inmates, resulting in on-call repairs to ensure worker and inmate safety. Duties included troubleshooting and guiding customers through technical issues ranging from novice computer knowledge insufficiencies to professional tasks, from simple hard drive backups to escalating larger problems to working with technicians as well as higher tiers of support

Xerox — Customer Service Representative

Lexington, KY

July 2014 - January 2015

- Worked on projects with Fortune 500 companies. Duties included troubleshooting and guiding customers through technical issues ranging from novice computer knowledge insufficiencies to professional tasks, from simple hard drive backups to escalating larger problems, to working with technicians and higher tiers of support

Baptist Health Lexington— *Patient Care Technician*

Lexington, KY

August 2011 - August 2013

- Was responsible for up to 12 patients on a specialized post-heart intervention unit where patients were regularly on bed rest, being prepped for heart surgery, or were getting discharged.
- Duties included assisting the nurses in tasks varying from common grooming to specialized tasks, such as removing sheaths, acute care (e.g., CPR, immediate care for open arterial wounds), and taking vital signs.