

# ZACH PEIRCE

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## TECHNICAL SUMMARY

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I call myself a Technical Product guy. I have a strong technical background but I am not a developer. I find my biggest strengths are in identifying solutions, I enjoy reading API documents to find use cases or designing a stored procedure to aggregate data. I am technical enough to understand what is possible and what is a stretch, even able to decipher code to see how it works. Skills & languages I have used in the past include MS SQL Server, Javascript, Python, REST, HTML/CSS.

## EDUCATION

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**THE GEORGE WASHINGTON UNIVERSITY, School of Business**  
Bachelor of Business Administration, Info Systems and Technology Mgt.

Washington, DC  
Aug. 2014

## WORK EXPERIENCE

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### FISHBOWL, INC.

Alexandria, VA

#### Technical Consultant

Nov. 2015 - Present

- Created specifications then assigned work to engineers on the Professional Services team based on capabilities and workload.
- Led meetings with technical stakeholders including client C-Level contacts.
- Configured and migrated project management tracking in Professional Services to Jira.
- Responsible for the full software lifecycle of custom built solutions, involved in initial scoping through deployment from a technical analyst perspective.
- Sole author of all custom project user stories with detailed requirements, business logic, and validation criteria.
- Validated use case scenarios for outside vendors that built to our public APIs to ensure compliance with best practices.

#### Technical Analyst (Support Engineer)

Aug. 2015 - Oct. 2015

- Team lead and primary contact within the company for support escalations.
- Validated proper procedure was followed whenever a technical solution was being proposed such as query review, Testing in demo environments, etc.
- Owned technical application support for all platforms in production.
- Identified large scale client-facing degradation and advised the product managers on impact, urgency, and completed any necessary data clean-up.
- Acted as final escalation point for any technical issues encountered by clients or internal users, responsible for investigating and fixing production issues related to client configuration.

#### Client Support Specialist

Oct. 2014 - July 2015

- Troubleshooted complex client issues pertaining to the use of all Fishbowl Products. Managed issues from a ticketing queue and prioritized based on client impact.
- Documented and developed technical solutions and provided training to teammates, reducing technical escalations by 20%.
- Communicated updates to entire company pertaining to product degradation and deployments.
- Initiated product enhancements and documented existing bugs with the Product Management team.

### ACISTEK CORPORATION

Washington, DC

#### Junior IT Business Analyst

Aug. 2014 - Oct. 2014

- Responsible for full software development lifecycle coordination, from gathering requirements to User Acceptance Testing in an Agile SCRUM environment.
- Provided project management guidance and ensured projects are completed on time and meet all specified requirements.
- Produced documentation used by Administrators and End Users to supplement on-site trainings.