# Zach Peirce

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## Education

**THE GEORGE WASHINGTON UNIVERSITY, School of Business**  Washington, DC
Bachelor of Business Administration, Info Systems and Technology Mgt.  Aug. 2014

## Work Experience

**FISHBOWL, INC.**  Alexandria, VA
**Client Support Specialist**  Oct. 2014 - Present
- Troubleshooted complex client issues pertaining to the use of all Fishbowl Products. Managed issues from a ticketing queue and prioritized based on client impact.
- Served as primary liaison between engineering and strategic business units when bugs were identified and fixed.
- 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.
- Identified technical shortcomings and documented bug and product enhancements 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.

**GW HOUSING**  Washington, DC
**Lead Summer Assistant, Student Associate, & Summer Assistant**  May 2013 - Aug. 2014
- Managed requests and contracts for groups and individuals totaling over $11M in revenue.
- Designed and executed user testing plan which validated the configuration of the online application to reserve summer housing.
- Manipulated reports and queries to effectively share data across multiple departments leading to a reduction of on-call volume for student staff by 70%.
- Co-managed 52 student staff tasked with daily operations of summer housing programs.

**PROVIDGE CONSULTING, LLC**  Arlington, VA
**Operations and Technology Intern**  Mar. 2012 - Aug. 2012
- Developed HR Relational Database to track internal employees and contractors, reducing overall time spent on-boarding and off-boarding contractors.
- Project Manager for new website: Defined requirements, chose design, managed content creation, and coordinated development.

## Skills & Experience

**Technical:** Adobe Creative Suite, Mac OSX, Front End Web Development, SQL/MySQL, PHP, Relational Databases.
**Hospitality Experience:** Eight years of Food and Beverage experience from casual to fine dining.

Semi-Finalist, GW Business Plan Competition, Washington, DC, 2014
Vice President, GW Entrepreneurs, Washington, DC, 2012-2013