Zachary Ruiz

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Education

BS, MECHANICAL ENGINEERING
University of California, Davis

June 2020
Davis, CA

- Dean's List, 7 Quarters   GPA: 3.9/4.0
- Tau Beta Pi Honor Society member

Technical Skills

- Microsoft Intune/Endpoint Manager
- Azure Active Directory
- Cisco networking, ISE, CUCM
- PowerShell automation

- Windows, Mac, and Linux administration
- VMWare, Hyper-V virtualization
- Deploying Docker containers
- M365 administration

Certifications

- OnBase Certified System Administrator
- MS AZ-104, MS-700, and SC-300

Work Experience

INFORMATION TECHNOLOGY TECHNICIAN II
Dublin San Ramon Services District

Nov. 2020 - Present
Dublin, CA

- Manage workstation and phone configuration and patching with Intune – 200 Windows and 75 iOS devices.
- Implement and maintain Bitwarden password manager, Graylog SIEM, and Meshcentral remote support software.
- Lead initiatives to plan and execute server and host patching and upgrades – 10 ESXi hosts, 65 Windows VMs, 20 Linux VMs/appliances
- Deployed Mersive Solstice AV meeting solution across the District. Implemented networking, remote management, and automated end-user app installation. Provide end-user trainings and assist with larger hybrid meetings.
- Administer Exchange Online, M365, SharePoint Online, and Azure Active Directory. Write mail flow rules, conditional access policies, and manage group memberships while following least privilege and zero-trust principles.
- Wrote and presented "Free and Open Source Software: The Future of IT Tooling and Beyond" at MISAC 2022 conference in Monterey, CA.

SENIOR STUDENT SERVICE ANALYST
UC Davis Letters and Science IT

Feb. 2017 - Jul. 2020
Davis, CA

- Diagnosed and repaired staff and faculty computers, tracked requests in ServiceNow
- Created PowerShell scripts to automate post-deployment processes and reduce time to delivery
- Trained new team members on internal procedures and participated in hiring interviews
- Received high customer satisfaction survey results and team recognition awards