# Zachary Ruiz

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## Education

BS, MECHANICAL ENGINEERING                                June 2020
*University of California, Davis*                         *Davis, CA*
- Dean's List, 7 Quarters                                 GPA: 3.9/4.0
- Tau Beta Pi Honor Society member

## Technical Skills

- Cisco wired, wireless, and CUCM
- Azure Active Directory/Entra ID
- Microsoft Intune/Endpoint Manager
- PowerShell automation
- Windows, Mac, and Linux administration
- VMWare virtualization, Cisco UCS, NetApp
- Deploying Docker containers
- M365 administration

## Certifications

- Cisco CCNA
- Microsoft AZ-104, MS-700, SC-300

## Work Experience

INFORMATION TECHNOLOGY ANALYST I                  Mar. 2024 - Present
INFORMATION TECHNOLOGY TECHNICIAN II              Nov. 2020 - Mar. 2024
*Dublin San Ramon Services District*                     *Dublin, CA*
- Administer Cisco network infrastructure including routers, switches, and WLCs. Create and modify VLANs, 802.1x authentication, DNS management, and upgrade/replace hardware.
- Administer Cisco Firepower and ISE, ensuring wired and wireless clients can connect with 802.1x security seamlessly. Modify firewall rules, troubleshoot access issues, and ensure network reliability for both on-site and remote workers via Secure Client VPN.
- Administer VMWare environment including maintenance, monitoring, and creation of new virtual machines. Heavily assisted with projects to migrate to new SAN and Cisco UCS. Manage backups with Rubrik.
- Administer Exchange Online, M365, SharePoint Online, and Azure Active Directory/Entra ID. 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 and "Intune: The Good, the Bad, and the Missing" at MISAC 2023 conference in Palm Springs, CA.

SENIOR STUDENT SERVICE ANALYST                    Feb. 2017 - Jul. 2020
*UC Davis Letters and Science IT*                        *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