

Zach Baskin
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SUMMARY

Motivated and versatile software engineer with hands-on experience across full-stack development, cloud infrastructure, and critical systems support. Proven track record resolving complex technical issues and delivering solutions under high-stakes conditions for major clients. Eager to tackle new technical challenges that demand innovative problem-solving, deep system knowledge, and continuous learning.

EXPERIENCE

- **Everon** Branchburg, NJ
Associate Support Engineer May 2024 – Present
 - Delivered technical support for a wide range of security systems—cameras, burglary panels, access control, and network infrastructure—serving over 1,500 service requests nationwide.
 - Regularly handled 20+ technician support calls per day, providing real-time troubleshooting that kept major retail and corporate clients operational.
 - Responded rapidly to 15+ high-priority network outages, diagnosing and resolving IP conflicts, DDNS issues, and connectivity disruptions that impacted businesses such as Verizon and Best Buy.
 - Spearheaded a video management system migration project for a large client, ensuring zero data loss and uninterrupted surveillance coverage.
 - Recognized for a detail-oriented and solutions-driven approach that maintained security and uptime standards across diverse environments.
- **Studio Blanc** Morristown, NJ
Associate Full-Stack Engineer Aug. 2023 – Apr. 2024
 - Deployed scalable AWS EC2 instances and configured Perforce version control, allowing a distributed game development team to collaborate securely and efficiently across time zones.
 - Built internal tools and dashboards using JavaScript, React, and NodeJS to support asset management, build automation, and QA workflows.
 - Defined infrastructure and process documentation in Confluence, establishing CI/CD standards, server maintenance protocols, and onboarding procedures.
 - Managed Agile development cycles with Trello, optimizing sprint planning, issue triaging, and release coordination across front-end and back-end teams.
 - Contributed to feature implementation and debugging in a custom game engine pipeline, enhancing performance and cross-platform deployment capabilities.
- **Itential** Atlanta, GA
Associate Software Engineer (Co-op) Jan. 2021 – Aug. 2022
 - Contributed JavaScript development across company products, from automation features to bug fixes in NodeJS applications.
 - Supported MongoDB database maintenance to ensure compliance with security protocols like SOC 2.
 - Developed internal tools to streamline workflows, including onboarding automation that improved ramp-up time by over 90%.

EDUCATION

- **Georgia Institute of Technology** Atlanta, GA
Bachelor of Science in Computer Science with Honors Aug. 2018 – Dec. 2022
 - **Concentrations:** Intelligence & Information Networks

PROJECTS

- **Vouchr** Morristown, NJ
Creator Jan. 2025 – Present
 - Engineered a serverless backend using AWS Lambda and JavaScript, enabling scalable data indexing of user experiences across concerts, films, and sports events.
 - Developed a React-based front-end to deliver a fast, responsive UX, including user ticket display and collection features.

PROGRAMMING SKILLS

- **Languages:** JavaScript, TypeScript, Java, Python, C, C++, C#, SQL, MySQL, HTML, CSS
- **Frameworks:** React, NodeJS, AWS, Azure, MongoDB, MySQL, PostgreSQL, Docker, Kubernetes, Git, CI/CD, Postman, LaTeX