

# ZM / ZADIE MORRIS

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## PROFESSIONAL SUMMARY

Seasoned IT Professional focused on expert support of IT systems from initial setup and continuing through day-to-day management. Successful track record leading implementation processes, technical understanding, documentation, reporting, customer service and process improvement. Passionate about staying ahead of the curve by exploring emerging technologies such as Blockchain and Artificial Intelligence.

## WORK HISTORY

### GTIS Partners - *IT Consultant*

New York, NY

11/2022 - 12/2023

- Implemented security measures to protect sensitive information from unauthorized access, mitigating potential risks and vulnerabilities.
- Managed Active Directory and various software solutions with over 10 PowerShell scripts, ensuring smooth operations.
- Increased client satisfaction by providing timely and effective support for various technical problems.
- Supported two Audio Visual products: Crestron and Cisco Codecs.

### Tarter, Krinsky & Drogan - *Systems Support Specialist*

New York, NY

07/2017 - 04/2022

- Improved system performance by diagnosing and resolving hardware, software, and network issues.
- Developed and implemented Python, PowerShell, and batch scripts for various functions such as e-Discovery and auto installs.
- Orchestrated migration to Hybrid Azure environment with Office 365 and managed back-end operations with Vmware.
- Utilized AWS infrastructure to rebuild and showcase "TSU" platform (Facebook competitor) which facilitated its resale.

## SKILLS

- System Administration**
- Software Development**
- Virtualization Technologies**
- Project Management**
- Cloud Computing**
- Cybersecurity**

## EDUCATION

### Borough of Manhattan Community College of The City University of New York

New York, NY

### Associate of Applied Science

Computer Science

### City College of New York of The City University of New York

New York, NY

### Master of Science - (pending)

Computer Engineering

## CERTIFICATIONS

Microsoft Certified Professional

Sun Certified Java Programmer

A++ Certification

Certified Ethical Hacker

Essential Google Cloud Infrastructure

Interactive Programming in Python

**Stroock & Stroock & Lavan - Desktop Engineer**

New York, NY

03/2015 - 01/2017

- Expertly supported Office 365 Suite, firm-wide applications, various hardware and mobile devices.
- Managed hardware and software inventory using SCCM and Microsoft Intune.
- Configured and maintained Cisco VOIP phones and mobile device management solutions.
- Reduced support tickets by proactively addressing issues and regular maintenance.
- Reduced helpdesk support tickets by proactively addressing common user issues through regular maintenance.

**Bryan Cave Leighton Paisner - Deskside Support Analyst**

New York, NY

07/2011 - 09/2014

- Managed team of four to provide 24/7 support for office computers, video, audio and web conferencing.
- Managed support calls queue through HEAT and IQTrack; insuring tickets were updated accurately and often.
- Maintained routine maintenance and upgrades of desktops, laptops, and mobile devices.
- Quickly resolved issues whether in local environment or remotely connected (e.g., Citrix, Mobile Device Management).
- Identified trends and patterns in large datasets, leading to actionable insights for business growth.

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**TECHNICAL EXPERTISE****Software:**

Microsoft 365, Intune, SharePoint, Azure, iManage, 8x8 (VOIP),  
Airwatch, Logikcull, InterAction, VMWare, Citrix, GoToMyPc,  
Mimecast, ZenDesk, SonicWall, Carbon Black, VirusTotal, Proofpoint

**Operating Systems:**

Microsoft Windows, Windows Server, macOS, Linux, Android, iOS

**Programming Languages**

JavaScript, TypeScript, Solidity, Java, Kotlin, Python, Bash, PowerShell,  
C++, HTML, CSS, PHP

**Databases**

MySQL, Firebase, PostgreSQL, DynamoDB, Supabase

**Frameworks**

ReactJS, NextJS, React Native, AWS,

**Web3**

ethers.js, web3.js - check out one of my sites – <https://zen2see.dao> ( needs Unstoppable Domains extension or web3 capable browser )