

# ZACHARY J. HELBIG

## IT Operations & Secure Infrastructure Specialist

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### ABOUT ME

IT professional with background in banking and financial services before transitioning to information technology. Earned multiple certifications including CompTIA A+, Network+, Security+, Microsoft Azure Fundamentals (AZ-900), and Microsoft 365 Fundamentals (MS-900). Currently pursuing Microsoft Azure Administrator (AZ-104) certification with goal of becoming a cloud engineer.

### CERTIFICATIONS

- Microsoft 365 Fundamentals (MS-900) - November 2025
- CompTIA Security+ - July 2025
- CompTIA Network+ - April 2025
- Microsoft Azure Fundamentals (AZ-900) - February 2025
- CompTIA A+ - June 2024
- Google Professional IT Support Certification - October 2023

### TECHNICAL SKILLS

**Systems & Platforms:** Microsoft 365, Azure AD, Intune, Active Directory, Exchange, Windows Server, NinjaRMM, Google Workspace, Jamf Pro

**Networking:** Cisco, Cisco Meraki, Fortinet, Palo Alto, TCP/IP, VLANs, VPN, DNS/DHCP, RUCKUS, Ubiquiti

**Security & Tools:** Huntress EDR/ITDR, Webroot, Datto, AppRiver, BitLocker, LAPS, Vulnerability Assessment, Incident Response

**Automation & Scripting:** PowerShell, Group Policy Objects (GPO), Win32 App Packaging, Software Deployment

### PROFESSIONAL EXPERIENCE

#### i-Tech Support inc. - Orlando, FL

Help Desk Technician Level 2 | November 2025 - Present

Help Desk Technician Level 1 | April 2024 - November 2025

- Diagnosed and resolved escalated technical problems using advanced troubleshooting methodologies and root cause analysis while managing high-priority incidents, maintaining SLA compliance, and coordinating cross-functional teams.
- Identified and implemented automation opportunities and workflow improvements that reduced average resolution time and enhanced operational efficiency.
- Developed comprehensive documentation, troubleshooting guides, and knowledge base articles that improved first-call resolution rates while providing technical training and mentoring to support staff.
- Provided specialized technical knowledge across Windows, MacOS, Windows servers with domain controllers, DHCP, DNS, Active Directory, and cloud environments.
- Delivered expert support for Office365, Google Workspace, printer software, and industry-specific applications ensuring seamless user productivity.

- Diagnosed and resolved network connectivity issues by analyzing TCP/IP configurations, VLAN settings, VPN configuration, and wireless network problems while implementing network monitoring tools.
- Implemented and maintained security protocols including user access controls, endpoint protection, firewall configurations, vulnerability assessments, and incident response procedures.
- Conducted root cause investigations for recurring issues and led cross-team collaboration to implement systematic improvements that reduced incident frequency.

### **PNC Bank, Financial Services Group - Orlando, FL**

*Branch Banker (DMLO) | July 2022 - April 2024*

- Provided technical support and digital literacy education to clients, guiding them through online tools and resources.
- Delivered inbound call support using advanced problem-solving techniques to resolve diverse client issues efficiently across multiple platforms.
- Applied security protocols and fraud prevention knowledge to protect clients against cyber threats while maintaining compliance.
- Performed rapid desktop computer and application troubleshooting to maintain operational continuity and minimize business disruption.
- Demonstrated effective communication skills to translate complex technical concepts to clients with varying levels of expertise.

### **Coastal Wealth, LLC, a MassMutual Firm - Fort Lauderdale, FL**

*Financial Advisor | January 2021 - July 2022*

- Provided comprehensive financial guidance and insurance solutions while actively prospecting new business through networking and strategic partnerships.
- Conducted sales activities across multiple channels and managed the full application process for insurance and retirement products.
- Analyzed clients' financial positions and developed customized plans for retirement, education, and other financial goals.

### **Fluorotek USA, Inc - Riviera Beach, FL**

*Operations and Logistics Manager | May 2019 - June 2021*

- Innovated manufacturing systems and procedures to create more efficient and safer workplace while supervising up to 50 employees daily.
- Coordinated with vendors to maintain sufficient raw material inventory and collaborated with customers to ensure production schedules met delivery requirements.