Zachary Kralec

zkralec@icloud.com • [My Website (zkralec.dev)](zkralec.dev)

EDUCATION

St. Mary's College of Maryland | Saint Mary's City, MD
Bachelor of Science in Computer Science, Minor in Business | GPA: 3.49
Awards & Honors: Dean's List (4x: 2022-2025)

RELEVANT EXPERIENCE

Resource Management Concepts Inc. | Lexington Park, MD

Corporate IT Support/Help Desk Analyst — September 2025 - Present
- Provide end-user technical support across 200+ devices, resolving Tier 1–2 issues with Windows, networking, and account access.
- Manage user accounts, onboarding/offboarding users and maintaining group policies.
- Deliver responsive support via ticketing system and direct communication, maintaining SLA standards and high customer satisfaction.
- Assist with patch management, endpoint security, and escalation of complex issues to system administrators.

Information Technology Intern — June 2025 - August 2025
- Learned and applied PowerShell scripting to automate user account management and routine system tasks, enhancing operational efficiency.
- Performed system health checks and resolved 10+ technical issues to maintain stable Windows server and workstation environments.
- Worked directly with a clustered server environment (3 interconnected servers) running Proxmox and Linux, improving virtualization, OS deployment, and resource management workflows.
- Explored virtualization management and Linux administration in a real-world setting, supporting internal testing and infrastructure experimentation.

LTN Global Communications Inc. | Columbia, MD

QA Development Intern — May 2024 - August 2024
- Automated video tests using CLI tools, reducing testing time by 50% and improving readability through scripting (Python).
- Collaborated on GitLab CI/CD pipelines to streamline code deployments and troubleshoot bugs, contributing to 5+ code fixes.
- Identified and resolved performance vulnerabilities in video encoding/decoding systems, ensuring secure and optimal client-facing outputs.
- Documented 50+ test cases and bugs in TestRail, aligning QA processes with DevOps practices for traceability and scalability.
- Tested 15+ encoders/decoders for security flaws (e.g., latency, data leaks) to mitigate risks in broadcast infrastructure.

Sinclair Inc. | Hunt Valley, MD

IT Service Management Intern — June 2023 - August 2023
- Developed a centralized Product Training Site prototype in 2 months using Agile methodologies, improving internal workflow efficiency.
- Optimized ServiceNow workflows to complete 10+ IT service enhancements, reducing resolution time for service tickets.
- Prioritized budget allocation for critical technology upgrades, mitigating risks from outdated systems while saving $300k+ in costs.

TECHNICAL PROJECTS

AI-Powered Mock Interview Simulator (AI Interview Platform) | JavaScript, HTML, CSS, React, Node.js, Express
- Developed a full-stack AI-powered mock interview simulator (React, Node.js, Express) with speech recognition, text analysis, and real-time feedback.
- Enabled customizable question sets, adjustable timing, and clean responsive UI for realistic practice.

SKILLS & INTERESTS

- **Programming**: Python, Java, C/C++, JavaScript, SQL, Swift, Bash
- **Frameworks**: React, Node.js, Express, Flask, TensorFlow, scikit-learn, Pandas, NumPy
- **Tools/Cloud**: GitHub, GitLab, Docker, Firebase, AWS, Azure, Jira, VSCode, Xcode, Postman
- **Focus Areas**: AI/ML, Full-Stack, Cloud Engineering, Security Automation