

Zachary R. Heaton

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<https://www.linkedin.com/in/zrheaton> && <https://github.com/zrheaton/zrheatonportfolio>

## Education + Certificates Held / Eligible

CompTIA Security+ • Pursuing CISSP • LogRhythm Certified • AWS/Azure/Datadog Certifiable

Certificate in Cyber Security Concepts & Management • Denver University, May 2020

Master of Arts - International Development & Peace • University of Bridgeport, May 2018

B.S. in Linguistics & B.A. - English Language Education (TESOL) • SUNY Oswego, May 2018

## Languages

English (Literate/Fluent) • Spanish (Literate/Fluent) | Elementary: Arabic & German

## Experience

**February 2024 – August 2024**

**Premier Solutions Engineer II/Datadog, Denver, Colorado - Hybrid**

**Role:** Supported a multimillion SAAS Observability Product for Forbes 500 Customers.

### Accomplishments:

- Resolved 186 Premier Support Cases in the most recent 3 months.
- Achieved KPI Metrics same three months: SLA 99.5%, MTTR 7.3 Days, CSAT 100%
- Developed time management skills to meet an incredibly high customer demand.

### Knowledge:

- Learned & mastered challenges with multi million Cloud Based SAAS Observability products.
- Researched and analyzed networking components to determine product vs. user challenge.
- Automated with various operating systems & platforms. e.g. Docker, K8s, and Terraform.

### Skills:

System Monitoring   Cloud Infrastructure   Automation   Adaptability   Communication   Python

### Abilities:

- Collaboration: built a network of support and subject matter experts to resolve issues faster.
- Customer Engagement: Resolved issues directly with customers via Zoom, Zendesk, and chat.
- Adaptability: Scaled a skillset honed for a company value of 2.5 billion to one of 39.4 billion.

**AUGUST 2020 – February 2024**

**Senior Technical Support Engineer Premier Services/LogRhythm - Remote**

**Role:** Resolved customer issues, led teams of engineers, and customized the product.

### Accomplishments:

- MVP Award of Customer Success for Collaboration on Sales in Supporting Escalated Accounts.
- Led four teams and mentored several colleagues to eventual promotions of their own.
- Resolved 1,100+ Tickets: Reviewed 9.58/10 tech skills, 9.75/10 punctuality, and 100% ITR

### Knowledge:

- Mastered role of SIEM in security operations, compliance, & overall cybersecurity posture.
- Developed deep knowledge of networking principles (OSI) for troubleshooting.
- Crafted solutions for needs including secrecy/clearance, data management, and observability.

### Skills:

Technical Leadership   Customer Service   Network Design   Adaptability   Problem Solving   SQL/Bash

**Abilities:**

- Learning at a high pace: demonstrated by learning new products to quickly enter workflows.
- Adaptability: demonstrated by modeling consistent improvement through each role.
- Customer Engagement: demonstrated by high scores provided by customers via KPIs.

**MAY 2017 – AUGUST 2017**

**Mission Lead & Intern to CEO/Santa Rita, Honduras**

**Role:** Master's Degree Internship was deployed to rural Honduras in a medical brigade.

**Accomplishments:**

- Led four teams through challenging environments to complete mission without serious injury.
- Developed lifelong friendships through common success and failure.
- Built a cognizance for prioritization when prioritization is called for and when it is not.

**Knowledge:**

- Learned to lead/coordinate teams in complex/challenging environments with a clear mind.
- Adapted/became resourceful in problem solving. Rural Honduras doesn't have Home Depot.
- Observed protocol and became practiced and bending it intelligently to meet the situation.

**Skills:**

Project Management   Program Management   Creativity   Resourcefulness   Proactive   Team Work

**Abilities:**

- Operational Effectiveness: Developed strong collaboration skills to leverage the entire team.
- Customer Engagement: Cultivated a deep sense of empathy to meet people where they are.
- Risk Management/Leadership - proactively resolved issues before developing into problems.

**MAY 2013 – MAY 2020**

**Cultural & Linguistic Diversity Advocate/Multiple Schools, Colorado**

**Role:** Served 7 years in Colorado and 2 in New York teaching/case managing ESL Students.

**Accomplishments:**

- Taught and supported over 1,000 students K-8 who I see occasionally thriving in my community.
- Got involved and have been coaching a community rugby team for 8 years.
- Played and still play my part to highlight that we are all humans trying to figure it out.

**Knowledge:**

- Developed and designed various curricula for various groups of students and teachers.
- Empathized/Sympathized with people from different paths of life. Taught me about myself.
- Learned about being adaptable through courses, books, and peers.

**Skills:**

Case Management   Empathy/Sympathy   Time Management   Curricula Design   Adaptive   Community

**Abilities:**

- Collaboration: Decade working with teenagers. Leadership at times, but mostly collaboration.
- Community Engagement: designing curricula WITH rather than FOR students (customers).
- Adaptability & Problem Solving: All the planning above rarely meant anything at game time.

**Character, Interests, and Values**

Coach • Husband • Father To Be | Outdoors • Tinkering • Travel | Hard Worker • Dependable • Integrity