Zachary Smith

4435 Dyer Avenue, Louisville, KY 40213 | (502)-457-0442 | zrsmit04@louisville.edu

# Education

## Bachelor of Science in business administration | may 2019 | university of louisville

* Major: Computer Information Systems
* Concentration: Information Security
* Related coursework: Information Technology Ethics, Software Development, Database Management, Business Communication, Database Management, Systems Analysis and Design

# Skills & Abilities

## information technology

* Microsoft Office Suite
* Microsoft Project
* Visual Studio
* Visio
* SQL Server Management Studio
* Windows
* C#
* SQL
* HTML
* CSS

## Communication

* Excellent written and verbal communication skills.
* Strong background in customer service.

## Leadership

* Proficient in leading small teams to achieve goals and meet deadlines.

# Experience

**Enterprise Helpdesk Technician | Advanced Business solutions | 5/2017 – present**

* Troubleshoot software and hardware both over the phone and in person.
* Manage small team projects.
* Create and distribute weekly phone reports for enterprise helpdesk.
* Provide excellent customer service both other the phone and in person.

**Delivery Driver | Papa johns | 12/2016 – 4/2017**

* Accurately take payments from customers and provide change.
* Provide excellent customer service both other the phone and in person.

## Package Handler | UPS | 8/2014 – 2/2015

* Work as part of a team to meet deadlines.
* Load and unload packages from various aircraft.