

Zachary Gardner Stall, BS, MA

9684 Sylvester Ct, Highlands Ranch, CO 80129
GitHub: <https://github.com/zstall>

[c] 970-420-3609 [e] zstall4@gmail.com
Portfolio Page: <https://zstall.com>

EXPERIENCE

DATADOG – Denver, CO ----- August 2022 - Present

Technical Support Manager 1 (Oct 2023 - Present)

- Manage a team of seven professionals, focusing on achieving and surpassing Key Performance Indicators (KPIs).
- Maintain a customer response time of less than four hours while managing a workload of 25 or more support cases concurrently.
- Achieve an average of 400 case resolutions per month, elevating Denver/US-West regional standards.
- Guide team members through career planning and goal-setting processes, from new hires to seasoned support engineers.
- Collaborate closely with directors at both regional and global levels to ensure robust communication channels and enhance operational efficiency.
- Implement targeted initiatives to reduce response times for pending cases, tracking data and progress to gauge efficacy.
- Built a safe, competitive, and constructive working atmosphere that our team takes great pride in.

Technical Support Engineer 2 (Aug 2022 - Oct 2023)

- Collaborated within technical operations teams, developing solutions and addressing client-reported issues.
- Set and achieved weekly, monthly, and quarterly goals aligned with department KPIs.
- Volunteered to learn and support an acquired technology (CoScreen) for the tech ops organization.
- Scripted solutions in Bash and Python, automating processes for myself and future TSEs.
- Handled over 1,000 support cases in under a year.

SIGNIANT – Denver, CO ----- April 2019 - May 2022

Manager Production Implementation and Support (Sep 2021 - May 2022)

- Lead the implementation team to complete 20+ upgrades and 3 new deployments in a 4 month period
- Assisted in supporting and pushing the Reach Engine platform into GCP, leading the team in mounting persistent volumes and claims.
- Managing team load across support and implementation while prioritizing support/implementation cases to ensure on time delivery and execution

Technical Operations Engineer Team Lead (Jan 2021 - Sep 2021)

- Own support cases across the entire support team (four direct reports) and manage escalation, triage, prioritization and resolution for 50+ clients averaging 240 support cases per month
- Focusing on higher/critical support cases and documenting problems/solutions in Jira and Azure
- Manage support team that maintains above a 95% SLA achievement rate on 1,464 support cases from 2021 to present
- Collaborating with software developers on higher level issues and attend cross company meetings to advocate for clients and improve software
- Assisted in implementing a change request protocol to better document and track changes

Technical Operations Engineer (Apr 2019 - Jan 2021)

- Supporting a multi-stack media management platform; Linux CentOS / RHEL environment
- Communicate with clients complex problems in terms they understand while resolving their issues
- Referencing reviewing code in Java, Python, XML, and others
- Working with clients to resolve issues using: PostgreSQL, Linux OS and file system administration, and ElasticSearch
- Managing AWS cloud installs working with EC2 instances, RDS databases, S3 Bucket / EBS Volume storage integrations

PSA SECURITY NETWORKS – Westminster, CO ----- Jan 2018 - April 2019

Online Education Specialist

- Curate, develop, design, implement, manage, and maintain custom and general content for PSAEducation.com
- Create, and refine HTML code and Lectora files for PSAEducation.com
- Update/Write PHP files using DreamWeaver

BENNETT SCHOOL DISTRICT 29J – Bennett, CO ----- 2014 - 2018

District Technology Support/Help Desk (Fall 2017)

Middle School Principal (2015 – 2017)

Dean of Students (2014 – 2015)

MANUAL HIGH SCHOOL – Denver, CO ----- 2011 - 2014

Mathematics Teacher: Geometry, Algebra, Pre-Calculus (2011 – 2014)

Data Specialist (2013 – 2014)

School Assessment Leader (2013 – 2014)

THOMPSON VALLEY HIGH SCHOOL – Loveland, CO ----- 2007 - 2011

Mathematics Teacher: Geometry, Algebra, Algebra 2 (2007 – 2011)

Athletics Coach: Football, Boys' Basketball (2008 – 2011)

EDUCATION

METROPOLITAN STATE UNIVERSITY OF DENVER – Denver, CO ----- May 2016 - December 2017

Completed 16 Credits – Computer Science, GPA 4.0

COLORADO STATE UNIVERSITY – Fort Collins, CO ----- Graduated May 2011

Masters of Arts, Administration, 4.0 GPA

COLORADO STATE UNIVERSITY – Fort Collins, CO ----- Graduated December 2006

Bachelor of Science, Mathematics, 3.2 GP