Zachary Gardner Stall, BS, MA

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GitHub: https://github.com/zstall   Portfolio Page: zachstall.co

QUALIFICATIONS

- Programming Languages: Java, Python, SQL, HTML5, CSS, Bash, and Javascript
- Computer Hardware: Optimized PC hardware compatibility, performance, and updated/fixed PCs
- Applications: GitHub, Elasticsearch, Linux, Microsoft Office Suite, and Google Apps
- Certifications: Certified Cloud Practitioner Certification, AWS, 2020

EMPLOYMENT HISTORY

LEVELS BEYOND – Denver, CO -- April 2019 - Present

Technical Operation Engineer Team Lead (2021 - Present)
- Own support cases across the entire support team and manage escalation, triage, prioritization and resolution
- Managing client expectations and advocating for clients internally to achieve best possible outcomes
- Focusing on higher/critical support cases and documenting problems/solutions in Jira and Azure
- Managing a support team that maintains above a 97% SLA achievement rate (107 tickets out of 111 in two months)
- Collaborating with software developers on higher level issues and improving best practices for faster resolutions
- Attend cross company meetings to advocate for clients and improve software

Technical Operation Engineer (2019 - 2020)
- Supporting a multi-stack media management platform; Linux CentOS / RHEL environment
- Communicate with clients complex problems in terms they understand while resolving their issues
- Uncovering product bugs and working closely with all stakeholders to prioritize and track resolution
- 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
- Curated, developed, implement, and maintain custom and general content for PSAEducation.com
- Work with Training Manager to develop online programs that complement live education sessions
- 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 GPA