

Zachary Gardner Stall, BS, MA

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SUMMARY

Highly motivated, focused, and detail-oriented professional eager to learn and make an impact. Guided by a passion for delighting customers, problem solving, and documenting solutions; driven toward technology, programming, or related concentrations have worked in the Technical Operations field managing a small but agile support team. Demonstrated experience working in high-stress environments, and successfully managing multiple projects and meeting deadlines. To view coding projects please see my GitHub at: <https://github.com/zstall> or review my portfolio page at zachstall.co

SUMMARY OF QUALIFICATIONS

- Computer Hardware: Optimized PC hardware compatibility, performance, and updated/fixed PCs
- Programming Languages: Java, Python, SQL, HTML5, CSS, PHP, Bootstrap, and an understanding of coding logic
- Applications: GitHub, DreamWeaver, Lectora, Sublime, Microsoft Office Suite, Google Apps
- Intrapersonal Skills: Highly adaptable and collaborative in any work environment

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

RELEVANT TECHNICAL KNOWLEDGE

TECHNICAL OPERATIONS SUPPORT AND MANAGEMENT

Leading and continuous training of the support team of the Levels Beyond - Reach Engine
Collaborating with software developers on higher level issues and grasping a better understanding of the Java code base
Supporting a multi-stack media management platform. (Reach Engine) Linux CentOS / RHEL environment.
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.

COMPUTER HARDWARE AND PROGRAMMING

Comfortable learning and working with coding packages, languages, and operating systems
Experience with Git/GitHub Development Processes
Building SQL queries to diagnose and fix problems
Optimizing or writing Python and/or Bash scripts to automate process

DATA ANALYSIS, REPORTING, AND PRESENTATION

Proficiency with Project Jupyter, NumPy, and other Python packages
Monitoring and analyzing Google analytics
Updating databases using PHP, SQL, and other backend applications
Managing user accounts for several online websites and applications

PRIORITIZING, PROJECT MANAGEMENT AND COMPLETION

Directed staff of 15 in school-wide projects and monitored progress to completion
Used interpersonal skills to bring key constituents together on several different committees and teams for projects
Constantly evaluated and prioritizing workload to meet deadlines
Extremely consistent temperament in high-pressure situations

EMPLOYMENT HISTORY

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

Technical Operation Engineer Team Lead (2021 - Present)

- Always maintaining a customer and business focus to support our product and company.
- Deployed a training program to review release notes and maintain internal environments for the Teach Ops team.
- Contributing to cross company meetings and advocating for clients during product roadmap decisions.
- Focusing on higher tier 1 support cases and documenting problems/solutions in Jira and Azure.
- Managed a support team that maintains above a 97% SLA achievement rate (107 tickets out of 111 in two months).

Technical Operation Engineer (2019 - 2020)

- Help 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 postgresSQL databases, S3 Bucket / EBS Volume storage integrations.

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

Online Education Specialist (2018 - Present)

- Curate, develop, design, implement, manage, 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)

- Manage and maintain student, and staff data in databases using different applications
- Set up all district technology (projectors, labs, PCs, smart boards, network, testing systems, etc.)
- Manage student data applications, uploading data from in-house and state testing

Middle School Principal (2015 – 2017)

- Utilize appropriate resources to develop and maintain highly effective instructional and co-curricular programs
- Responsible for managing and enforcing district policies, regulations, and procedures

Dean of Students (2014 – 2015)

- Established and maintained an effective learning climate in the school
- Created, trained, and maintained staff-wide systems to track and monitor student behavior

Induction Coordinator (2014 – 2015)

- Created and directed the induction program for new teachers
- Observed, monitored, and developed new teachers

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

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

- Designed scope and sequence aligned with common core state standards
- Created daily lessons differentiated for a wide variety of levels

Data Specialist (2013 – 2014)

- Tracked attendance, grades, and behavior data
- Structured assessment data to inform teachers and guide their instruction

School Assessment Leader (2013 – 2014)

- Planned and ran staff training for testing logistics/Organized TCAP Testing

Athletics Coach: Football, Track (2011 – 2012)

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

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

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

HONORS & CERTIFICATES

Certified Cloud Practitioner Certification, AWS, 2020

Induction Coordinator, Bennett Middle/Senior High, 2014 - 2015

Instructional Leadership Team, Manual High School, 2013 – 2014

Department Chairperson, Manual High School, 2013 – 2014

Assistant Coach of the Year, Thompson Valley High School, 2009