

# Zach Swogger

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## WORK EXPERIENCE

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### Green By Phone Inc.

Oct. 2022– July 2023

*Junior Full Stack Developer*

*Remote*

- Develop new features desired by management and users to increase application usability
- Debug broken features reported by management and users to restore application functionality
- Document testing plans, procedures, and results to ensure product quality
- Learn new programming languages and skills as required to maintain current application structure
- Perform quality assurance testing to validate changes before being deployed to production
- Write code to meet corporate conventions
- Refactor user controls to meet scalability and readability guidelines
- Learn legacy systems and refactor user controls from Visual Basic to C# .NET user controls

### Linden Hall School for Girls

June 2021 - Oct. 2022

*Head of Information Technology*

*Lititz, PA*

- Troubleshoot Hardware and Software related issues
- Advise Head of School on all IT related matters
- Teach basic Java and Python to students
- Coordinate with MSP for network related matters
- Ensure quality and timely service to all faculty, staff, and students
- Developed new software used within the school

### County of Lancaster

June 2019 - June 2021

*Helpdesk Technician*

*Lancaster, PA*

- Broke down and evaluated user problems, using personal expertise and probing questions.
- Configured hardware, devices and software to set up workstations for employees.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

### US Army

May 2013 - December 2018

*System Administrator*

*Hinesville, GA*

- Configured, tested and maintained garrison and tactical network equipment to achieve mission success.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Configured hardware, devices and software to set up workstations for employees.

## EDUCATION

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### Grand Canyon University

Feb. 2023

*BS, Computer Programming*

*Phoenix, AZ*

- Cum Laude

## SKILLS

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C#, HTML, CSS, Javascript, JQuery, SQL, Testing, Debugging, Communication, Adaptability, Collaboration