

Zach Yordy

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Education

Master of Science, Computer and Electrical Engineering, **University of Illinois**, August 2013

GPA (on 4 point scale): **3.74**

Course Highlights: Communication Networks, Comp. Security I, Comp. Systems Analysis, Distributed Systems, Data Mining

Bachelor of Arts, Physics, **Goshen College**, May 2011

Experience

Customer Support Engineer (Cisco Systems, Katherine Raynor)

July 2014 – Present

- Responded to cases of broad severity from global enterprise customers.
- Collaborated with clients to help them solve a wide variety of technical issues.

Network Engineer (MapleTronics Computers, Kevin Jaberg)

August 2013 – July 2014

- Performed remote and on-site technical support as a Level 2 technician, working to help solve a wide variety of technical issues, ranging from lack of Internet access to installing Domain Controllers and performing Hosted Exchange rollouts.
- Ensured that clients were satisfied with the resolution of the issue by communicating frequently with them about what the underlying issue was, what was done to fix it, and how it might be prevented in the future.

Information Security Intern (Boeing Eng. Operations & Tech, Kevin Fuller)

May – August 2012

- Conducted vulnerability assessments of network & host devices. Learned important tools for conducting such assessments. Collaborated with team to format and produce formal vulnerability reports.
- Improved processes through development of in-house tools and creation of custom Linux distributions that helped save roughly 1-2 hours of work on each assessment, as well as \$6,000 of custom hardware.

Other Skills

- Programming experience in **Python, Java, and C** (extensive); **Assembly and C#** (moderate); **C++, HTML, CSS, and PHP** (basic)
- Teaching experience in an undergraduate physics laboratory
- Semi-fluent in Spanish (proficient in speaking, reading, and writing)

Certifications

Microsoft
Technology Associate



STOP: Look here!

You've probably looked at a bunch of resumes just like this one. Don't look me over. There's a lot more to me than one page can show. Honestly, I believe I'd be a great fit for this position. **Give me a call** to find out why!