



Zach Pilkington

Small Business Owner

Experience

May 2013 - Present, *Small IT business owner, Pilkingtech*

- Help local clients with older computers recover data and fix home computer issues.
- Migrating users away from Windows XP-8 to Windows 10
- Installing open source software alternatives for low income clients.

June 2018 - Jan 2019, *Help Desk Tech, Randstad*

- Resolved computer issues remotely for Farm Bureau employees.
- Documented issues that were affecting multiple clients and escalate outages to the appropriate team.
- Communicated status of the work being done via modern ticketing system.
- Consistently resolved the caller's issue during the first contact.

Sep 2015 - Dec 2018, *Help Desk Tech, Planned Parenthood of the Heartland*

- Migrated server hardware to a datacenter.
- Built a call queue visualizer for the call center.
- Migrated from MS office 2008 locally hosted to MS office 365 "cloud".
- Converted a broken NAS into a custom backup solution using Linux, conforming to HIPAA and state data retention policies.
- Provided PPHeartland employees with a consistently high level of customer service.
- Helped maintain a Mitel IP phone system and recorded/converted the audio menu tree with Audacity audio suite.
- Installed cat5 cable in the health centers to rooms lacking internet.
- Reset passwords.

Oct 2013 - Aug 2015, *Operations Processor 2, Wells Fargo - Imaging*

- Prepping, scanning, and reviewing documents related to credit accounts.
- Eliminated the header counting process by improving the printing process, saving a minimum of 4 hours each week.
- Consistently met production and quality targets.

May 2011 - April 2013, *Delicatessen Worker, Hy-Vee*

Assisting customers. Slicing meat and maintaining/sanitizing the slicers. Refilling both meat and cheese case. Food safety training. Taking inventory and ordering new product.

Skills

Programming

- Java
- Bash
- Powershell

Computer Software

- LaTeX
- Linux
- Microsoft O365

Education

2009 - 2011, DMACC

Management Information Systems (to be completed)

Zach Pilkington

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Address

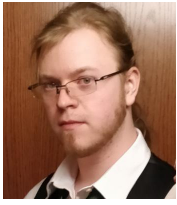
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About Me

I manage a Linux server with apache, mysql, and php that host multiple websites and services including a Wiki for my D&D game, a minecraft server, and a Mumble VOIP server. Frequently use ssh to fix problems and update files. Familiar with IDE's Netbeans, Eclipse, and codeblocks

Interests

Professional

- web hosting
- VM technology
- netowrking
- infosec

Personal

- playing guitar
- reading
- gaming

References

Wells Fargo HR line: 877-479-3557

Darren Alexander, Director of IT at PPHeartland: 515-321-6286

AJ Strom, Systems Administrator at PPHeartland: 515-943-4141