

Zachary Taylor
Information Technology Professional
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Summary of Qualifications

Systems Administrator with strong information technology skillset acquired from formal training and continuous work experience in the information systems administration field. Expertise in network engineering, information systems management, and systems troubleshooting and repair. Energetic and self-motivated team player, with strong communication, technical, and leadership skills. Quick learner, as well as an effective educator, with the ability to easily grasp, and teach new technologies, policies, and IT fundamentals.

IT Skills

OS: Mac OS X, Windows, Windows Server

Tools: Exchange, Active Directory, Windows Server Update Service, TCP/IP, VPN, VMWare ESX, What's Up Gold, Netapp, Remedy, Symantec Ghost, Symantec Backup Exec, McAfee ePolicy Orchestrator, Symantec Antivirus, Blue Coat Proxy, McAfee Firewall, and Cisco Networking Devices

Professional Experience

Sr. Systems Administrator United States Air Force / Maine Air National Guard *2004 – Present*

- Configures & manages various network and application servers, operating systems, and peripheral network equipment such as printers, network storage, backup systems & network security.
- Analyzes equipment and software reliability & utilization to identify and correct problem areas to maintain established network performance levels.
- Plans, develops and administers training to personnel and functional users on use of information systems, computers and local and wide area networks.
- Directly supervises three individuals, and is actively involved in their training, tasking, and progression in their career.

Communications Focal Point Supervisor Al Udeid Air Base Qatar *Oct 2012 – April 2013*

- Supervised four individuals, assuring that timeliness of assigned duties, mission focus, and quality of work was well above standards.
- Oversaw and helped field communications related service request phone calls, walk ins, and e-mails, effectively fixing over 95% of customer issues on the spot, including: software, hardware, telephony, network, and VOIP issues. Coordinated larger projects through Remedy trouble ticket server, and appropriate work centers.
- Managed 9,000+ network user accounts, to include: creation, deletion, rights and permissions, e-mail, and enforcement of network policies.
- Headed equipment status reporting, and account assets tracking for 223 million dollar network, was responsible for creating and presenting multiple daily network status reports

for executive level leadership, as well as working with a wide variety of other agencies to coordinate scheduled and emergency communications equipment and services maintenance.

IT Field Technician CBE Technologies
2008

2007 –

- Provided information systems support throughout southern Maine to a wide variety of customers, including small & large businesses, schools, and state government offices.
- Was responsible for Macintosh and PC computer hardware repairs, firmware and software patches & updates, as well as provided service on a variety of application servers in Microsoft Server environments, printers, and mobile devices.
- Installed, maintained and troubleshoot a wide range of Cisco networking systems.
- Provided customers with quick, friendly, and reliable service in a fast paced environment.
- Meticulously maintained full documentation of all services rendered and managed valuable company assets.

Education and Professional Certifications

Associates of Applied Science, Information Systems Technology
Community College of the Air Force (2010)

Associates of Arts, 7-12th Grade Education
Southern Maine Community College (2011)

Bachelor of Science, Applied Technical Leadership
University of Southern Maine (2014)

Security+ Certified
CompTIA (2010)

Clearance

United States Top Secret/SCI - Active