

Zack Williamson

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Summary

If you just want another cog to add to your corporate machine, you're in the wrong place. If you're ready for someone who will solve your biggest technical challenges, provide the best customer experience, and completely transform your business's processes AND culture, congratulations. Your search is over.

Education

Bachelor of Applied Science in Technology Development and Management (Software Development)
St. Petersburg College, Clearwater, FL

Certifications

Microsoft (MCP ID 7797617)

MCITP: Enterprise Desktop Support Tech, Windows 7
MCSA: Windows 7

Red Hat Linux (Red Hat Certification ID 100-152-974)

Red Hat Certified Technician: RHEL 5 (*prior*)

CompTIA (CompTIA Career ID COMP001020181012)

CompTIA A+
CompTIA Network+

Skills

Windows Client/Server

C#/VB.NET/XAML

Entity Framework/LINQ

Angular/HTML/CSS/JavaScript/

TypeScript

ASP.NET MVC/Web API/Core

SOAP/RESTful APIs

MS SQL Server

MySQL/MariaDB

MVVM/MVC/Async/DDD

Patterns

Microservice Architecture

Azure Service Fabric

Azure DevOps

N-Tier Architecture

WinForms/WPF/UWP

Agile/Scrum

Clear/Concise

Communicator

Highly Adaptable/Dependable

Extremely Personable

Motivational Leader

Work Experience

Suncoast Credit Union, Tampa, FL

Manager, Software Engineering

11/2021 - Current

- Managed internal applications dev team
- Drove product direction as technical product manager for internal applications

Senior Software Engineer

09/2019 - 11/2021

- Spearheaded new internal documentation/release note processes, legacy code modernization, and coding standard adoption
- Built tools and features to help members and member advocates take full advantage of credit union digital services
- Mentored junior developers on architecture, coding standards, and best practices in an Agile/Scrum environment

I.D. Systems, Tampa, FL

Senior Software Engineer

05/2019 - 09/2019

- Streamlined legacy product SaaS license management
- Instituted company-first coding and source control standards, including Azure DevOps automated CI/CD processes

ConnectWise, Tampa, FL

Senior Software Engineer

05/2017 - 04/2019

- Built 20+ tools to automate support/consulting tasks, slashing costs of over \$1M/35,000 man-hours annually
- Streamlined development process by implementing Azure DevOps CI/CD for all Service Operations tools, fully automating tool update deployments
- Bridged technical knowledge gap between product development and support/consulting teams

Manager, Software Engineering

09/2015 - 05/2017

- Expanded ConnectWise Automate test development from single SDT team to 3-prong development support group, consisting of tier 3 product support, SDT, and dev maintenance
- Spearheaded initiative to institute monthly product patching cycle, eliminating previous product release cadence of up to two years between releases
- Forged brand new partnerships between product development team and support, consulting, and sales engineering groups, reducing friction and bolstering inter-team communication

Work Experience (cont.)

Software Engineer III/SDT Team Lead 07/2014 - 09/2015

- Promoted to first developer lead of LabTech/ConnectWise Automate SDT team, only 10 months after hire
- Co-led LabTech Synergy SDK training, teaching 20+ developers from 15+ third-party organizations how to build integrations into LabTech/Automate

Software Engineer I (SDT) 09/2013 - 07/2014

- Architected diagnostic service in LabTech/ConnectWise Automate remote agent, adding 500+ new trace logging data points

Microsoft, Tampa, FL Student Partner 09/2013 - 05/2014

- Engaged local Tampa Bay student developer community, organizing/hosting several events in partnership with Microsoft corporate office and St. Petersburg College to stimulate Xbox and Windows 8 app growth
- Transformed program from marketing scheme to true developer evangelism/growth initiative

Ajax Building Corporation, Tampa, FL Senior IT Technician 12/2008 - 09/2013

- Unilaterally restructured Cisco VPN and Windows server networks, interconnecting 5+ regional offices and 15+ construction job sites under single Active Directory domain
- Revolutionized IT department, centralizing management of 125+ workstations and 15+ servers, eliminating need for full-time in-house IT staff

Geographic Solutions, Tampa, FL Job Spider Developer 08/2008 - 11/2008

- Maintained 150+ web spiders used to populate global job database powering sites like EmployFlorida.com

MAP International, Brunswick, GA Help Desk Coordinator 06/2007 - 06/2008

- Reshaped IT department relationships with both domestic and global field offices
- Automated form submission processes using SharePoint and InfoPath, cutting administrative costs and aiding in the generation of hundreds of thousands of dollars in medical program donations/grants
- Consolidated global Exchange server infrastructure to single instance, reducing IT costs and downtime
- Coordinated rollout of Windows Vista to all US-based systems

City of Brunswick, GA, Brunswick, GA IT Technician 11/2006 - 02/2007

- Enhanced IT department effectiveness by designing new Crystal Reports based on historical Numara Track-It! data
- Initiated rollout of city government's first Active Directory domain and Group Policy objects

Paramount Printing, Brunswick, GA Graphic Artist/Art Department Manager 10/2005 - 02/2006

- Honed graphic design skills in fast-paced environment using Adobe products, producing branding and visual assets for clients ranging from individuals to regional medical networks
- Mastered daily art department operations, encompassing design tasks, customer service, and print job execution/routing

Golden Isles Broadcasting, Brunswick, GA Graphic Artist/Web Dev/Voice Talent 03/2005 - 10/2005

- Hand-crafted cutting-edge PHP/MySQL-based CMS system to drastically increase listener website traffic
- Overhauled station image by building brand-new print/digital visual assets
- Ruled WXMK/WRJY's weekend airwaves as voice talent and board operator

Staples, Brunswick, GA Electronics/Copy Center Associate 09/2004 - 04/2005

- Broke store sales record for printer accessories/service plans during second month of employment
- Earned countless customer accolades, especially during Copy Center tenure