


# Zack Williamson

[IT pro with a .NET development addiction]

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## Education

**Bachelor of Applied Science** in Technology Development and Management (concentration in Software Development)  
St. Petersburg College, Clearwater, FL • Graduated 12/2016

## 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+

## Work Experience

**ConnectWise (Service Operations)**

Senior Software Engineer

05/2017 - Current

Create, test, release, and support internal diagnostic/automation tools for product support/consulting teams. Analyze technician actions to determine areas for product improvement. Provide in-depth technical information and assistance to support/consulting teams, including internal training and education materials. Act as liaison between product support/consulting and development teams.

**ConnectWise (Automate Product Division)**

Manager, Software Engineering

09/2015 - 05/2017

Managed 12-person Test Development group (including SDT, Dev Maintenance, and Tier 3 product support teams). Created/managed new Dev Maintenance team which oversees core product installation/patching process, pre-QA code review, and source code/build process management. Managed Tier 3 product support team responsible for resolving advanced customer issues, handling technical customer service escalations, and providing troubleshooting data to developers. Designed and implemented business-wide defect escalation and SLA management/BI processes.

Software Engineer III/SDT Team Lead

07/2014 - 09/2015

Hired, onboarded, and trained new junior developers. Worked directly with product support teams to escalate trending issues and develop/refine product defect escalation process. Led training courses teaching third-party developers how to create integrations for ConnectWise Automate. Developed best practices for certifying third-party plugins in new ConnectWise Automate SDK program. Assisted in design & implementation of Agile software engineering process.

Software Engineer I (SDT)

09/2013 - 07/2014

Diagnosed, analyzed, and fixed product defects. Under guidance of development manager, created new projects in VB.NET/C# using WinForms, WPF, and ASP.NET.

**Ajax Building Corporation**

Senior IT Technician

12/2008 - 09/2013

Supported 125+ users in mixed Windows XP/Vista/7/8 environment across 3 states. Managed 25-server Windows environment (versions 2000-2012), & RHEL 5, both on physical servers and Hyper-V. Ran project consolidating multiple AD domains into single domain environment and planned/deployed/managed GPOs. Configured/maintained Cisco routing/VPN network. Automated internal C# client applications (WinForms, WPF, ASP.NET) for IT management tasks.



## Work Experience (cont.)

### **Geographic Solutions**

Job Spider Developer

08/2008 - 11/2008

Maintained list of 150+ automated web spiders. Used SQL and parsed HTML using regex to ensure proper data extraction. Assisted in development of spider management software in VB.NET/C#.

### **MAP International**

Help Desk Coordinator

06/2007 - 06/2008

Supported 100+ global users. Managed approx. 50 Windows XP/Vista workstations, 10 Windows 2000 Server/Windows Server 2003 servers. Planned/deployed/maintained SharePoint 2003/2007 infrastructure. Developed custom InfoPath forms written in VB.NET/ASP.NET. Planned initial company-wide deployment of Windows Vista.

### **City of Brunswick, GA**

IT Technician

11/2006 - 02/2007

Performed PC/network installation, diagnostics, and repair. Designed new Crystal Reports for Numara Track-It! trouble ticket system. Planned and performed initial rollout of Windows Server 2003 AD domain and GPOs.

### **Golden Isles Cruise Lines**

Slot Attendant/Technician, IT Assistant

02/2006 - 10/2006

Diagnosed/repaired slot/gaming machines. Performed hardware/software upgrades. Performed sensitive cash operations, including machine fills, hand payments of large winnings (up to \$10,000) and management of bill changers/acceptors. Administered/assisted in management of membership card operations. Diagnosed/repaired casino/bar management computers.

### **Paramount Printing**

Graphic Artist/Art Department Manager

10/2005 - 02/2006

Designed print layouts, logos, and other graphic elements using Adobe Creative Suite products, including InDesign, Acrobat, Photoshop, and Illustrator. Managed daily operation of Art Department. Contacted customers, discussed proofs/changes, and delegated print jobs to appropriate machines/departments.

### **Golden Isles Broadcasting**

Graphic Artist/Web Dev/Voice Talent

03/2005 - 10/2005

Created/redesigned sales proposal packages. Developed custom CMS in PHP/MySQL for both WXMK and WRJY. Redesigned company stationery. Operated audio/broadcast equipment. Served as voice talent (live & recorded) and production assistant.

### **Staples**

Electronics/Copy Center Associate

09/2004 - 04/2005

Received training and excelled in both sales and customer service. Maintained copy center equipment. Designed customer artwork. Broke long-standing record for sales of service plans during second month of employment.

### **Georgia-Pacific**

Application Developer (Intern)

06/2004 - 09/2004

Managed 3-month project to develop web application designed to gather and present paper machine data both from DB2 database and live feeds using ADO, XML, and DHTML/CSS. Trained in AS/400 operations and development.

### **Glynn County Schools**

Computer Tech/Network Analyst (Intern)

01/2002 - 12/2003

Trained in PC troubleshooting, repair, networking and programming. Also trained in maintenance/administration of Windows Server and Novell Netware server operating systems. Gained valuable experience in large LAN/WAN network environment.