

Zac Heyer

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Hiring Manager:

When your organization hires me for the available position, you'll get a self-motivated, flexible, strategic, and empathetic IT professional, leader, and trainer with a wealth of hardware, software, network, and cloud experience. I genuinely enjoy helping people, I enjoy problem-solving, and I'm passionate about the ways technology can benefit everyone. I'm excited to apply my technical, critical thinking, and customer service skills in a friendly and quality-oriented information technology team to support the mission of your organization and ensure the satisfaction of your users.

I am currently looking for an opportunity to expand my IT experience. I have spent the past year migrating my current employer's company to more easily manageable systems. I have outgrown the company's needs, and I would like to find bigger challenges to grow my technical skills.

I am comfortable in leadership roles, I'm a great team player, and I am self-sufficient when working independently. My ability to make decisions quickly and use available resources effectively has been critical to my success with customers, users, and in the classroom. I am someone who wears many hats. In order to plan, organize, and prioritize work, I look at each challenge all the way from the fine details up to the big picture view. I then methodically break a project into tasks and then process the tasks to completion.

The core of teaching is showing empathy for students and parents and the challenges they face. This is also important when I'm helping users with their IT needs. The point of providing technical solutions is to enable people to achieve their goals. Building relationships—with students or with users—is essential. I am excellent at communicating with non-technical individuals to keep them satisfied with technical solutions. Even when I was teaching, I had an unofficial first-line support role. I was the person my colleagues came to before submitting trouble tickets. They knew I could help them decide if they could fix it themselves, or they could count on me to help them phrase their issue to get the most efficient technical support.

As a former classroom teacher, not only do I value the improvements to myself and others that education and training provide, but I have found when I create and provide user guides, documentation, and strategic workflows, this enables team members, customers, users, and students to be successful by giving them tools to get their work done.

After viewing the goals and values expressed on your website, I can say I would be proud to join your mission. I look forward to discussing the ways I can apply my IT experience and other strengths to the available role at your organization. Please text, email, or call to arrange a time we can meet.

Kind regards,

