

Zac Heyer

z@heyer.us • 832-413-2287 • <https://heyer.us/cv>
16222 Lavender Creek Ct, Cypress TX 77433

Professional Summary

Strategic, flexible, motivated, loyal, and empathetic IT professional seeking to apply a blend of strong technical, problem-solving, and people skills in a position with growth opportunities.

Employment History

IT Support Specialist

Ravenscourt Landscaping & Design, Houston TX

6/2022 - Present

- Provided on-site and remote technical support
- Implemented a trouble ticket tracking solution using free and open source osTicket software
- Procured and provisioned hardware and software
- Implemented remote access solutions
- Standardized onsite and cloud-based backups
- Set up and configured website CMS, simplifying administration by multiple employees

Technology Instructor

Cypress-Fairbanks ISD, Cypress TX

12/2006 - 5/2022

- Provided first-line support for over one hundred users
- Selected and installed network equipment, and purchased or made custom network cables
- Deployed software, updates, and system images to lab computers
- Designed and delivered engaging self-paced lessons
- Facilitated students passing Microsoft Office Specialist tests: Word, PowerPoint, Excel, and Access
- Created and published user guides with step-by-step instructions and screenshots
- Presented educational technology training to teachers

IT Consultant

Freelance, Cypress TX

1/2001 - 12/2006

- Prepared and presented IT solutions and website design proposals for small businesses
- Provided onsite and remote technical support for Windows, MacOS, Android, and iOS devices

IT Help Desk Technician

ADC Kentrox, Beaverton OR

1/2000 - 12/2000

- Received incoming tech support requests from users and entered issues into ticket tracking system
- Solved computer problems over the phone or at their workstations, or escalated support requests

Systems Engineer

Emanon Systems, Santa Cruz CA

9/1997 - 12/1999

- Configured and built PCs, and installed and configured networks for medical offices
- Provided phone and on-site support to repair and resolve PC and network problems

Education

Masters Degree

University of Houston

- Master of Education in Curriculum & Instruction: English Language Arts & Reading
- Significant coursework in Educational Technology

Bachelors Degree

University of California, Santa Cruz

- Bachelor of Arts in Philosophy
- Significant coursework in Computer Science, Linguistics, and Electronic Music

Certifications

- CompTIA A+
- CompTIA Network+
- CCNA
- Google IT Support Professional Certificate
- Microsoft Office Specialist
- Teaching: Business Education

Skills

- Windows System Administration
- Active Directory
- PowerShell
- Linux System Administration
- Shell Scripting
- Virtual Machines
- Image Deployment
- HTML, CSS, PHP, and JavaScript Programming
- iSupport Incident Management
- Ivanti Endpoint Manager
- Technical Writing
- Database Management
- Microsoft Access
- Microsoft Excel
- Microsoft Project
- Adobe Creative Cloud