

ZACHARY HILL

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<http://pcsimplest.com>

INFORMATION TECHNOLOGY PROFESSIONAL

Passionate, Customer Service driven I.T. professional with a background in I.T. support in large scale environments supporting up to 5,000 users and devices. Proficient in communicating and teaching abilities that all users can relate to. Experience with managing a team and completing projects efficiently.

Areas of Expertise:

- Customer Service
- Project Management
- Team and Project Leadership
- Technical Training
- Deployment Management
- Technology Development

Technical Proficiencies:

Operating Systems: Microsoft Windows (XP, 7, 8, 10) Microsoft Server(2003, 2008r2, 2010) Mac OS, iOS, Android

Systems Administration: Microsoft Deployment Tool-Kit, Active Directory, SCCM, Group Policy, DHCP, VMWARE, Hyper-V, WSUS, DNS, Power Shell, Batch Scripting

Applications: Microsoft Office Suites, Sophos, Spec Ops, Siemens Health Care, 3M Health Care, Skyward, Novell, Datacard, Pearson Learning, Imagine Learning, Mathematica, Adobe Product Suites

Experience:

Information Systems Technician

KSB Hospital – Dixon, IL

June 2014 - Current

- User support for KSB Hospital and Satellite Clinics, 1,000+ users
 - Handled direct user support, installations, applications, help desk ticketing support, and remote support
 - Hardware support for 500+ Devices

- Active Directory Support
 - Account Creation & Management
 - Computer Management
- Group Policy Support
 - Custom Profile Management(Desktop Icons, Restrictions)
 - Print Management(Deploying Printers Based on Location)
- Print Server Management
 - Printer Deployment and Setup
- Server 2003 and 2008 Support – Virtual and Physical
- Working Knowledge with VMWare, DNS, DHCP, Networking Management

Help Desk Analyst

Sentinel Technologies – Provisur Technologies – Mokena, IL

March 2014 – June 2014(TEMP)

- User support for Provisur Technologies, 500+ users
 - Handled direct user support, installations, applications, help desk ticketing support, and remote support
- Implementing Microsoft Deployment Toolkit into Provisur's Environment
 - Setup Windows Deployment Services
 - Setup Microsoft Deployment Toolkit
 - Responsible for image deployment and creation via MDT(Microsoft Deployment Toolkit)
 - Create images using Hyper-V, snapshot creation
 - Driver Package Creation
 - Creation of custom MSI packages
 - Custom Batch scripting for installs and applications
- Active Directory and Group Policy Support
- Print Server Management

Technology Specialist

Elmhurst Public Schools - Elmhurst, Illinois

November 2012 - August 2013

- User support for complete district, 1000+ users
 - Handled direct user support, installations, applications and help desk support
 - Responsible for training users on all applications and hardware
- Windows 7 deployment
 - Responsible for image deployment and creation via MDT(Microsoft Deployment Toolkit)
 - Create images using Hyper-V, snapshot creation
 - Driver Package Creation
 - Creation of custom MSI packages

- Custom Batch scripting for installs and applications
- Active Directory and Group Policy Support
- Print Server Management
- Lenovo computer rollout project
 - 400 t430 laptops, 400 t420 laptops, 800 m72e desktops
 - Assisting in image creation, testing, tweaking
 - Application installations via Hyper-V snapshots
- Application re-packaging via ORCA and SDK Toolkits
- Dell Online Self Dispatch Desktop (DOSD certification)
- Dell Online Self Dispatch Notebook (DOSD certification)

Technology Specialist

Sterling Public School District - Sterling, Illinois

May 2011 - November 2012

- User support for district 350+ users and 1800+ technology devices
 - Direct user support for staff and students
 - Responsible for training users on all district approved applications and hardware
- Introduced district to multi-cast imaging via Clonezilla DRBL
 - Creating and deploying images
- Creating custom batch scripting for Novell login scripts
 - Set user drive rights and host files via login
 - Custom made batch scripting for printer installation per user
 - User management via Novell
- Provide support for Laptops, Desktops, Tablets, iPads, Printers and Wireless Routers

I.T. Consultant/Owner

Sauk Valley Geeks - Dixon, Illinois

December 2010 - Present

- Provide computer support for residential and business customers
- Virus Removal, Data Recovery, Wired and Wireless Networking Installation
- Server Management
 - Server 2003, 2008, 2012
- Provide Remote support via Team Viewer
- Facilitate Sales via Phone Calls and Email
- Small Business Network and PC Installation
- Web Development
 - Search Engine Optimization
 - Internet Marketing

I.T. Consultant/CO-Owner
Chicagoland Geeks - Mokena, Illinois

August 2008 - January 2011

- Provide computer support for residential and business customers
- Virus Removal, Data Recovery, Wired and Wireless Networking Installation
- Server Management
 - Server 2003, 2008, 2012
- Provide Remote support via Team Viewer
- Facilitate Sales via Phone Calls and Email
- Small Business Network and PC Installation
- Web Development
 - Search Engine Optimization
 - Internet Marketing

ADDITIONAL WORK EXPERIENCE AVAILABLE UPON REQUEST

EDUCATION

GED
Tinley Park High School, Tinley Park, Illinois

December 2010

REFERENCES MADE AVAILABLE UPON REQUEST