

# Zachary Hill

## Senior IT Professional (IT Team Lead)

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I have over 15+ years of experience working in Information Technology. The early years of my career started with web development which eventually opened the doors as a desktop support consultant for residential and small business. Outside of the private consulting world, much of my career has been focused on school districts and healthcare. Whether I am supporting end-users, securing mobile devices, or spinning up virtual environments the purpose behind all of these tasks and duties is always helping others. Technology is my passion, helping others is my purpose.

## Skills

Active Directory, Windows Server 2008 R2, 2012, 2016, 2019, Microsoft Hyper-V

Cloud & IT Security, Powershell & Automation, Network Engineering

Linux & MacOS Administration, Windows & O365 Administration, AirWatch Mobile Device Management

Video Production & Editing, Adobe Premiere

## Experience

Sep 2014 - present

### Founder/CEO

*I.T. Career Questions (Remote)*

- Head of content strategy and content development for a successful tech video channel and website (itcareerquestions.com), organically and consistently growing an audience to over 160,000 subscribers in 6 years
- Researched and developed close to 900 videos of high-quality IT content, with an average viewership of 300,000 views per month.
- Maintained sponsor relationships and developed content for certification vendors: CompTIA, Microsoft, Cisco, EC-Council, ISACA, and SANS.
- Ensure that video content meets market demand for over a dozen IT domains, including: hardware, software, virtualization, operating system, IT tools, IT foundations, security awareness, and IT career advice
- Act as mentor and career guide to dozens of individuals across the world; Created trainings on creating resumes and participating in interviews for those seeking jobs in I.T.

Oct 2019 - present

### Instructor

*Udemy (Remote)*

- Freelance instructor for Udemy since October 2019
- 4.8 star rating for the course "How to get an Entry-Level I.T. Job"

Jun 2014 -

Jan 2018

### Senior Information Systems Technician

*Katherine Shaw Bethea Hospital (Dixon, IL)*

- Senior IT Lead for large US-based healthcare system, supporting over 1,000 doctors, nurses, clinicians, and support specialists over a dozen physical locations by handling direct user support, installations, applications, help desk ticketing support and remote support.
- Designed, implemented, and maintained mobile device management technology and infrastructure (VMWare AirWatch); main mobile device administrator supporting over 2,000 mobile devices, including iPads, iPhones, and Android devices
- Security Awareness Training lead for entire hospital using KnowBe4; lowered average phishing score by 80%
- Manager of Active Directory, Group Policy, Print Server, and Windows Server 2008 (R2) for entire company
- IT Lead responsible for operating execution of IT team

US Citizen

References available upon request

Feb 2014 -  
Jun 2014

## **Information System Analyst (Contract)**

*Provisur Technologies (Mokena, IL)*

- Tier 1 IT support for over 200 employees, handling IT systems installation, applications, help desk, and remote support
- Created enterprise image deployment process for Microsoft Deployment Toolkit; Successfully implemented process into the enterprise environment in three months
- Created and managed hardened baseline images with Microsoft Hyper-V
- Created and managed customized MSI Packages and Batch Scripts for automated installs and configuration of applications

Nov 2012 -  
Sep 2013

## **Technology Support Specialist**

*Elmhurst School District (Elmhurst, IL)*

- Tier 1 IT support for large school district with over 1,000 users, including faculty, staff, and administration
- Handled direct user support, installations, applications and help desk support
- Responsible for end-user training for all software and hardware
- Lead for Active Directory and Group Policy Support
- Created and managed hardened baseline images using Microsoft Hyper-V
- Created and managed customized MSI Packages and Batch Scripts for automated installs and configuration of applications
- Managed the automated Windows 7 Deployment across all endpoints

## **Certifications**

Jul 2019

CompTIA Security+