David Zukor

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Summary

I am a highly motivated and well-rounded systems administrator searching for a position that will challenge my knowledge of the cloud, Azure, and Exchange/O365. I consider myself skilled in the Microsoft Cloud stack, Windows/Mac administration and troubleshooting, and virtual machines. In most of my positions, I'm the one everyone goes to if they have any questions, and I'm always happy to help.

Experience

Technical and Personal Assistant to an Independent Contractor for Poshmark
@Devintey on Poshmark

Sep 2023 - Present (7 months)
Full time configuration of our home lab/personal projects, with technical and personal assistance when requested.

IT Consultant for the Operations Dept.
CYBERTEAM

Sep 2022 - Sep 2023 (1 year 1 month)
Delivery of Managed Services – helpdesk, backup & disaster recovery, monitoring/RMM, security and other contracted services. Other responsibilities include account management, vendor management, project / job / ticket management, resource allocation, maintaining a high level of customer service and response times, and assisting the helpdesk team where needed.

Contract Desktop Support
Barclays Investment Bank

Jul 2022 - Sep 2022 (3 months)
▪ Hardware diagnosis and replacement for laptops and desktops.
▪ Stationed on trade floor for near instant problem resolution.
▪ Continued learning ServiceNow and approaching expert level usage.
▪ Continued perfecting white glove service skills.
▪ Wrote small PowerShell scripts to automate simple tasks.

Contract Desktop Support
HCLTech

Jul 2022 - Sep 2022 (3 months)
Contracted for Barclays.

Field Engineer III
Unisys

Sep 2018 - Oct 2021 (3 years 2 months)

Worked for Regeneron as a contractor.

Field Engineer III

Regeneron

Sep 2018 - Oct 2021 (3 years 2 months)

Ran the help desk with another Unisys consultant

Repaired issues with MS Windows 7/10, macOS High Sierra, Mojave and Catalina

Intimately familiar with the issues Microsoft Outlook can cause on OS X and macOS, and their repair processes

Became proficient at ServiceNow ticketing and configuration.

Assisted with troubleshooting and implementation for Hyper-V, Parallels, VMware; Windows Server/AD/Print Services; JAMF; ServiceNow; Powershell scripts; Jira/Confluence; MS Office (Suite, Skype, Teams, 365); AWS; Azure;

Competent to handle the window, ticket queue and remote troubleshooting sessions over Bomgar solo - this was common for the 5 to 7 PM timeslot.

Systems / Network Technician

Town of Woodstock – Town of Saugerties

May 2014 - Nov 2018 (4 years 7 months)

• For Woodstock, designed, created and implemented the current Windows Server infrastructure.

• For Woodstock, virtualized the main servers, moving all workstations to VMs and using zero clients to access.

• Configured site specific services using Windows Server (DHCP, DNS, FTP, AD, WSUS), Azure, O365

• Unbox, rack, install, cable, and configure servers and networking equipment

• Ensured internet access was stable for all attendees during the Hudson Music Project (20,000 people)

• Administered the central CMS for documentation on all town networks and devices

• Designed the network for the parks complex at Cantine Field, Saugerties, NY

IT Consultant

Quantcast

Oct 2016 - Jul 2017 (10 months)

Configured DHCP, DNS and AD Users and Computers in Active Directory

Ran the help desk with another Taos consultant

Repaired issues with MS Windows 7, OS X El Capitan and macOS Sierra

Created and managed Distribution Lists and Groups in Office365

Completed an office move in 2 weekends of over 400 employees over 3 floors in each location

Intimately familiar with the issues Microsoft Outlook can cause on OS X and macOS, and their repair processes

Became proficient at JIRA ticketing and configuration.

Technical Consultant

Taos, an IBM Company

Oct 2016 - Jul 2017 (10 months)

Worked for Quantcast as a contractor.

Computer Repair Technician

Self-Employed

May 2010 - Aug 2014 (4 years 4 months)

Repaired or recovered dead hard drives

•Consistent completion time for jobs

•Excellent customer satisfaction and high customer retention

•Often complimented on politeness, professionalism, and quality documentation

•Learned AD, DNS, DFS, Azure, O365, and Windows and Mac desktop support

Student Aide Info Tech Services

SUNY Ulster

Nov 2013 - May 2014 (7 months)

▪ Fielded calls for the IT department and created tickets.

▪ Repaired student and professor IT equipment.

▪ Ran Ethernet through drop ceiling and walls.

▪ Learned white glove service for professors and trustees.

▪ Strengthened and became proficient in AD, DNS, DFS, Azure, O365, and Windows and Mac desktop support.

Education

Columbia University

Coding Bootcamp

2019 - 2019

SUNY Ulster

Associates, Computer Networking and Information Systems

2012 - 2014

Wentworth Institute of Technology

Computer Networking, Computer Systems Networking and Telecommunications

2009 - 2010

Licenses & Certifications

Microsoft 365 Certified: Fundamentals - Microsoft

I225-5560

Microsoft Technology Associate: Windows Server Administration Fundamentals (MTA) - Microsoft

Issued Oct 2016 - Expires Oct 2021

F824-9520

Microsoft Exam MD-100: Windows Client - Microsoft

N/A (1 of 2 Exams for MD-101 Certification)

CompTIA A+ - CompTIA
COMP001008962771

Skills

Computer Repair • Computer Hardware • Computer Maintenance • Technical Support • Windows Server • Wireless Networking • Operating Systems • Linux • Linux Network Administration • Hardware