

Zachary Harper
Laconia, NH 03246
(603)937-0158
zachary@zharper.com

SUMMARY:

- Experienced in networking using Cisco and Aruba products.
- Proficient in managing Active Directory Domains, Group Policy, and Microsoft Intune.
- Proven track record in project management, and resource planning.
- Skilled in engineering / implementing business continuity and disaster recovery solutions of all sizes.
- Experienced with virtualization technologies including Hyper-V, VMWare and cloud services including SaaS, PaaS, and IaaS.

EDUCATION: **New England College**, Henniker, NH
B.A. Business Administration, Computer Information Systems

University of New Haven, West Haven, CT
42 credits, Information Technology

TECHNICAL QUALIFICATIONS

OPERATING SYSTEMS: Windows 10, Windows Server 2012, 2016, 2019, macOS X, macOS Big Sur, Linux Ubuntu, Android, iOS

SOFTWARE: MS Office (Outlook, Word, Excel, Power Point, Teams, SharePoint), SAP ERP, inFlow, WordPress, Ekahau Site Survey, AirMagnet RF, Acronis True Image, Kaseya VSA, Spiceworks, Zendesk, Salesforce, QuickBooks, TeamViewer, LogMeIn, Cisco WebEx, Malwarebytes, Bitdefender Gravity Zone

NETWORKING: Cisco, Aruba, Meraki, Barracuda, Ubiquiti, LAN/WAN, TCP/IP, DHCP, DNS, IDS/IPS, VPN

VIRTUALIZATION: VMWare ESXi, Hyper-V, Citrix Hypervisor, vSphere

CLOUD PLATFORMS: AWS, Google Cloud, DigitalOcean, Azure

DISASTER RECOVERY: StorageCraft, Datto, Acronis, Barracuda, Unitrends

CERTIFICATIONS: CompTIA A+, Network+

PROFESSIONAL EXPERIENCES

IT Specialist / System Admin

February 2019 to October 2021

Spoonwood Dental Partners, Keene, NH

- Provided level 1 and level 2 support to end users.
- Managed the rollout of a new CRM solution to meet the demands of a growing organization.
- Engineered a software defined network to facilitate affordable and reliable interoffice connectivity.
- Deployed a modern cloud-based VoIP system to increase flexibility while saving on phone service costs.
- Installed core network infrastructure including servers, switches, firewalls, and wireless access points.
- Worked with Unitrends backup solutions to develop a comprehensive disaster recovery / business continuity plan, installed multiple Unitrends backup appliances, and provisioned Azure cloud backup targets.

IT Support Specialist**July 2018 to February 2019**

Acapella Technologies, Manchester, NH

- Provided remote and onsite support to end users.
- Recommended appropriate hardware / software, including networking equipment and servers.
- Managed end of lifecycle for hardware / software, worked with customers to plan for replacement.
- Configured / hardened / audited firewalls including Meraki, SonicWall, Cisco, and Ubiquiti.
- Setup and managed VMWare on servers, converted physical servers to virtual servers.
- Managed Office 365 tenants, DNS records, and email encryption.

Front End Supervisor**June 2017 to August 2017**

Ocean State Job Lot, Meredith, NH

- Managed the front-end day-to-day operations of large “big box” department store.
- Worked with store manager to lead an enthusiastic sales team.
- Ensured customer satisfaction, resolved any conflicts, and provided customer service training to employees.

IT Helpdesk Agent**November 2013 to June 2015**

University of New Haven, West Haven, CT

- Assisted students and faculty with tech support for laptops, smartphones, tablets and printers.
- Managed helpdesk ticketing system and documented resolutions for future reference.
- Installed and upgraded desktop / laptop hardware and software.
- Troubleshoot Windows, macOS, iOS, and Android operating systems.
- Worked with learning management system vendor support to resolve issues.
- Troubleshoot email issues related to Office 365.
- Other responsibilities included troubleshooting IP printers, removing malware, and replacing failed hardware.
- Provided one-on-one and/or organized, comprehensive end-user training to students and faculty.

FREELANCE PROFESSIONAL EXPERIENCES

Owner - CEO**April 2020 to Present**

Turbo Speed Networks LLC, Meredith, NH

- Launched an educational tech blog with unique and original content that engages the reader.
- Grew organic traffic to over 45,000 page views per month, multiple articles rank #1 on Google.
- Wrote guest blog posts that were featured in major publications including Digital Trends and TechRadar.

Freelance IT Consultant**August 2017 to July 2018**

Hartford, CT, Stamford, CT

- Worked with 6 business startups in the Hartford, CT and Stamford, CT region.
- Designed networks from the ground up for companies ranging from 7 – 42 employees.
- Setup and Installed networking equipment including servers, routers, switches, and wireless access points.
- Setup and managed Active Directory Windows Domains, integrated Exchange with domain user groups.
- Setup VPNs including site to site and point to site.
- Installed and terminated networking cables including both copper and fiber.
- Provided primary desktop support for a variety of hardware and software issues.
- Cloned hard drives to solid state drives using Acronis True Image and Norton Ghost.