**ZACH HALLEN**

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**Professional Summary**

Detail oriented and highly qualified IT professional with years of related Mac experience. Solid analytical, communication, problem solving, and critical thinking skills. Proficient at training personnel on Macintosh related IT procedures, installing and configuring systems, as well as providing effective technical support. Currently seeking a position in IT which will effectively utilize all acquired skills abilities and areas of expertise.

**Highlight**

* Customer service-focused Resourceful
* Highly motivated Hardware support and trouble shooting
* Mac and PC expert Patient and diligent
* Advanced troubleshooting Sharp problem solver
* Apple Certified Portable Technician (ACPT) Computer Diagnostics and repair
* System check and troubleshooting Apple Strong organizational skills
* Certified Macintosh Technician (ACMT) Organized

**Accomplishments**

Diagnosed hardware and software failures and resolved technical issues with a high success rate.

Received multiple “exceeds expectations” ratings on performance reviews.

Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude.

Routinely help as many as 40 customers each day in a high-volume retail outlet.

**Experience**

**IT Help Desk Support** Dec 2018 to May 2019

**Dr. Bakty Medical.** － Portsmouth, New Hampshire

* Address issues, and offer solutions for Mac based programs
* Install and repair Mac software
* Develop technical solutions to business problems
* Support of staff in all areas of IT
* Maintain and continuous improvement of Business IT practices
* Device support of PC and Mac devices. As well as Android and iPhones.
* Verify fresh hardware and software for compatibility with company systems.
* Provide technical assistance and resources on a regular basis.
* Uphold technology procedures in coordination with information technology teams.
* Diagnosed, installed configured, and repaired computer systems and software.

**IT Help Desk Support** Feb 2018 to Dec 2018

**VictorOps Inc.** － Boulder, Colorado

* Develop technical solutions to business problems
* Assist in aspects of inhouse hardware lifecycle management
* Support of teammates in all areas of IT at VictorOps
* Maintain and continuous improvement of Business IT practices at VictorOps
* Software support and distribution
* Asset management
* Assist in SaaS and IT facilities management
* Assist in user support
* Device support of PC and Mac devices. As well as Android and iPhones.

**Certified Apple Genius** May 2014 to Feb 2018

**Apple Inc.** － Boulder, Colorado

* Providing frontline customer support at the Genius Bar, including hardware and software troubleshooting and diagnosing.
* Customer service, friendliness, technical knowledge, and the ability to effectively communicate in a clam and understanding manner
* Address issues, educational opportunities and solutions in a timely and friendly matter while also being mindful of ones own personal customer queue
* Mentor and deliver training to new employees
* Repair all Apple devices as an ACMT certified technician
* Multi-task between customer queues for both Mac and mobile devices
* Repaired and reinstalled software such as OS X and IOS devices
* Worked with team to encourage individual and team growth to meet and excel in customer service and tech support.
* Diagnosed, installed, configured, and repaired computer systems and software

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**Education**

**Bachelor of Science**, **Criminal Justice June 2014**

Metropolitan State College of Denver － Denver, Colorado, United States