Zachary Soren

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422 Leo Street, Prosperity, WV 25909

Profile

Recent MBA graduate with a strong learning foundation in leadership, technology, computer systems, and mobile applications. Experience in providing software and hardware support for individual and SME end-users.

Key Skills

- SQL, Visual Basic, Turbo C, GCC, Perl, HTML, Lisp
- Basic programming for Arduino and Android
- CAD tools (Quartus II, Multisim Electronic Workbench)
- Microsoft Office programs (Word, Excel, PowerPoint)
- Demonstrates enthusiasm and strong organizational skills

Education

Master of Science in Strategic Leadership

University of Charleston, Charleston, WV, August 2018 – July 2019

Bachelor of Science in Computer Science

West Virginia University Institute of Technology, Beckley, WV, September 2014 – July 2018

Courses Completed:

- C Programming
- Database Management
- Operating Systems Structure
- Advanced Computer Science Mathematics
- e-Commerce

Academic Projects:

- Grocery Inventory – inventory system implemented using SQL and Visual Basic, a simple computer program that keeps tracks of the ins and outs of grocery store products
- Harry Potter Role-Playing Game – implemented a text-based RPG program using Turbo C
- Automated News Article Summarizer – programmed using GCC, Perl, HTML, and Lisp, summarizing online news articles using lexical chains and sentence extraction, implemented in a Linux operating system environment

Professional Experience

Digital Data Services, Beckley, WV

August 2018 - Present

- Provided first-level support for general technology hardware and software issues and requests
- Performed troubleshooting and escalated issues in accordance with support protocols
- Received service request tickets and directed them to the appropriate teams
- Run random tests on clients' programs for debugging, error correction, and quality improvement purposes
- Assisted the staff in setting up hardware and software for new clients

Certifications

- MCPS: Microsoft Certified Professional, 2019