

Zach Bennett

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Target Role

Systems Support Engineer | Infrastructure Support Engineer

Professional Summary

Systems-oriented IT professional with over 15 years of experience supporting, integrating, and stabilizing complex environments across healthcare, finance, education, manufacturing, and MSP contexts. Known for translating messy, real-world operational problems into reliable technical solutions spanning Windows and Linux systems, virtualization, networking, identity, and containerized services. Brings a calm, infrastructure-first mindset shaped by high-volume support, cross-vendor ecosystems, and production-grade home-lab work—bridging the gap between end users, engineers, and decision-makers while prioritizing clarity, maintainability, and long-term sustainability.

Professional Experience

IT Operations Analyst / Group Service Desk Analyst — Baxters North America 2021 – 2025

- Supported 1,000 Windows endpoints and global Azure AD users across sites in three countries.
- Packaged and deployed over 20 applications using Intune / Autopilot; automated enrollment workflows.
- Built Power Automate and SharePoint flows, eliminating around 6 hours/week of repetitive account work.
- Authored global knowledge-base articles and tutorial videos to standardize Tier-1 resolutions and reduce escalation volume.
- Maintained lab-based documentation and mirrored production configurations in a personal environment to test automation and deployment workflows.

Senior Field Technician — Brookwood Baptist Medical Center 2016 – 2021

- Supported 2,000 clinical endpoints across a 600-bed hospital; provided Tier-2/3 support.
- Recovered and extended life-cycle of 10 digital-signage systems using Ubuntu and custom browser automation, avoiding \$7,000 in hardware replacement costs.
- Developed diagnostic scripts and visual guides, reducing escalated ticket resolution time by approximately 30 minutes per incident.
- Delivered AV support and network troubleshooting for executive conference systems.

IT Systems Technician — Venturenet

2014 – 2016

- Managed domain services, SSL deployments, and endpoint protection across at least 100 client environments.
- Supported hosted Exchange, PBX, and backup services; assisted with small-business firewall setup.
- Implemented spam-filtering and endpoint protection, improving reliability for over 300 users.

Field Service Technician — IST

2010 – 2014

- Installed and repaired Point-of-Sale systems, CCTV, and kiosks across multiple states (over 60% travel).
- Pulled and terminated Ethernet/coax cabling; diagnosed network/peripheral faults.
- Helped refine a national kiosk roll-out process, reducing average site deployment time by about 2 hours.
- Provided remote support to distant sites and trained new technicians, reducing company dispatch costs.

Skills

Systems and Infrastructure

- Windows Server, Active Directory, Group Policy
- Linux servers (Ubuntu/Debian-based)
- Virtualization (VMware / Xen / Hypervisor-based environments)
- Docker and Docker Compose (production use)

Networking and Access

- DNS, DHCP, NAT, VPNs
- Network troubleshooting across mixed vendor environments
- Identity and access coordination across cloud/on-premise

Operations and Reliability

- Incident triage and root-cause analysis
- Documentation and knowledge transfer
- Vendor coordination and expectation management

Education and Continuous Learning

- A.A.S. Computer Network Systems — ITT Technical Institute - 2009
- Continuing education: Ansible project templates (lab) - Self-paced Kubernetes fundamentals (ongoing)