

ZACHARY NEWELL

IT Specialist | Desktop Support & Systems Administration

South Lyon, MI 48178 | +1 330 285 7582 | zachary.newell419@gmail.com | zachnewell.info | github.com/znewell419

PROFESSIONAL SUMMARY

Detail-oriented Desktop Support Specialist with 5+ years of experience in help desk and desktop support roles across MSP, education, and corporate environments. Proven ability to quickly learn new technologies and adapt to changing environments, backed by hands-on experience with Active Directory, Azure/Entra, Office 365, and enterprise networking. Multiple vendor certifications. Seeking to leverage technical expertise in a Junior Systems Administrator role, with a long-term goal of advancing to Systems Administrator.

TECHNICAL SKILLS

Systems & Admin: Active Directory, Azure/Entra, Microsoft Windows Server, VMware, System Administration, Office 365 Administration

Networking: TCP/IP, DHCP, LAN/WAN, VPN, Ethernet Cabling, Network Monitoring, Nginx, Cisco Wireless APs

Platforms & Tools: Windows, macOS, Linux/Unix, Bash, MDT, SCCM, Jamf, Google Admin Console, Incident IQ, SpiceWorks, Salesforce, TeamViewer

Support & Soft Skills: Help Desk & Ticketing, Hardware Troubleshooting, Remote Access Support, Customer Communication, Information Security, Adaptability

PROFESSIONAL EXPERIENCE

Field Engineer I / Instant Support Group Position I

Dec 2025 – Jun 2026

Dynamic Edge — Ann Arbor, MI

- Provided MSP support across industries including dental clinics and credit unions
- Administered Office 365, Active Directory, and Azure/Entra environments
- Performed UPS and server rack mounting, plus proprietary software support
- Delivered remote and on-site hardware troubleshooting

Provisioning Technician I

Dec 2024 – Oct 2025

Cambium Learning Group — Ann Arbor, MI

- Deployed Windows machines using Microsoft Deployment Toolkit (MDT)
- Deployed and managed Mac machines with Jamf
- Maintained Windows fleet and user accounts using SCCM and Active Directory
- Troubleshoot hardware issues across the device fleet

Journeyman Computer User Support Specialist

Oct 2024 – Dec 2024

Zolon Tech — Ann Arbor, MI

- Resolved in-person, phone, and email technical support requests
- Troubleshoot hardware, networking, and VoIP phone issues; imaged workstations
- Managed two separate enterprise networks

Desktop Support Specialist

May 2022 – Sep 2024

NEOnet @ Norton City Schools / Cuyahoga Falls City Schools — Cuyahoga Falls, OH

- Managed tickets end-to-end in the support ticketing system (Incident IQ, SpiceWorks)
- Installed, repaired, and deployed PC/laptop/Chromebook hardware and peripherals, including firmware-level repairs
- Troubleshoot network connectivity, Cisco wireless access points, and constructed/deployed networking cable
- Supported IP phones, Clevertouch display panels (Advanced User certified), and Acuity VCS security camera software
- Administered Securly and GoGuardian internet filtering software
- Provisioned/deprovisioned Chromebooks via Google Admin console; coordinated vendor warranty repairs

Technical Support Specialist

Jul 2021 – May 2022

BrainMaster Technologies — Bedford, OH

- Logged technical solutions from calls and emails into ERP/ticketing system (Salesforce)
- Remotely troubleshoot software and hardware issues via TeamViewer for domestic and international customers
- Supported specialized neuro/biofeedback software and hardware devices

EARLY CAREER

Farm Hand, Mielke Way Farms (2019–2021) | Laborer, Winar Connections (2018–2019) | Cashier, JOANN Fabric & Crafts (2018) | Food Service, Taco Bell Cantina (2017–2018) | Cashier, Panera Bread (2017) | Delivery Driver, Jimmy John's – Tiffin & Canton, OH (2016–2017) | Food/Service Champion, Taco Bell (2014–2016)

EDUCATION

Unix/Linux Computer Network Administration and Security	Aug 2019 – Jul 2021
<i>Associate of Applied Science (in progress) — Stark State College, Canton, OH</i>	

CERTIFICATIONS & LICENSES

- Certified Agent, Incident IQ — Apr 2026 (Incident IQ Ticketing System Certification, Aug 2024–Aug 2026)
- Advanced User & Troubleshooting, Clevertouch Academy — Aug 2024
- ALICE Training Certification — Navigate 360, Norton City Schools (Oct 2022–Oct 2023)
- Valid Driver's License

LANGUAGES & AWARDS

Languages: English (Fluent), German (Fluent)
National German Honor Society (Delta Phi Alpha), Heidelberg University — March 2017