

# Zachary W. Janssen

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Unit A

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## Summary

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Experienced Deskside Support Technician with over 11 years of expertise in delivering exceptional end-user support and troubleshooting. Consistently achieved high user satisfaction ratings (95%+) through outstanding customer service. Proficient in leveraging automation tools and optimizing business processes to enhance efficiency.

## Skills

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- Customer Service
- Problem Solving
- Python
- Networking
- ServiceNow

## Work History

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### **Deskside Support Technician**

NPO / CNH Industrial - Goodfield, IL

January 2020 to Present

- Troubleshoot laptops/desktops (Windows/Mac), various paper/label printers, mobile phones and barcode scanners

- Created a web app utilizing ServiceNOW APIs, Django & NGINX so shop-floor operators can create tickets in ServiceNOW. This greatly affected our way to know about issues as they happened
  - Mentor new technicians to familiarize them with the companies tools and processes
    - Write Python scripts for various departments to improve businesses processes
    - Built a web application in Python using Pandas, Flask & a MySQL database, so that future shortages can be tracked in the kitting areas
    - Contribute technical knowledge to various departments on plant projects
    - Write knowledge documents so issues can be fixed in the future
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### **IT Field Technician**

NTT Data / Caterpillar - East Peoria, IL

June 19th, 2019 to December 13, 2019

- Provided Level 2 support for onsite and remote users
  - Managed user's tickets using ServiceNow
  - Provided troubleshooting and break/fix for laptop/desktops/hardware/software issues
  - Used RSAT to find users and computers in Active Directory to determine: if the user's account was locked, what OU the computer was located in, permissions, and if the computer was on/off the domain
  - Used Powershell to get information on computers to help diagnose issues
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### **Communications Deputy, IT Technician, Reserve Deputy**

Cheyenne County Sheriff's Office - Cheyenne Wells, CO

January 15th, 2014 to May 17th, 2019

Answered phones and dispatched police/fire/ambulance. Also, performed troubleshooting, repair, and maintenance of computer systems, hardware, peripherals, and telephony.

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### **Education**

- High School Diploma: 2010, Fieldcrest High School - Minonk, IL
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## **Certifications**

- AWS - Certified Cloud Practitioner
- Certified System Administrator - ServiceNow
- Security+
- Network+
- A+