

Zakariya Wyatt

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PROFESSIONAL SUMMARY

A solutions-oriented IT professional with over 7 years experience, pursuing a BBA in MIS to hone strong analytical thinking. Puts **ITIL** into practice to maximize IT-enabled value creation for business. Maintains a reputation as reliable, collaborative, and flexible. Proficient in leveraging available resources for support & iterating IT practices for optimized service delivery. A+ & Cloud Certified.

EDUCATION

Associate of Science degree in Computer Science Graduation: December 2023

The Community College of Philadelphia

Philadelphia, PA

Relevant Courses: Database Management Systems, Data Structures and Algorithms, Statistics for Computing.

Bachelor of Business Administration in Management Information Systems Expected Graduation: May 2027

Temple University

Philadelphia, PA

Certificates: AWS Certified Cloud Practitioner, CompTIA A+, ITILv4 training.

SKILLS

TOOLS	TECHNICAL/ANALYTICAL	SOFT
SQL	System evaluation and optimization	Stakeholder communication
Java & Python	Data integration and management	Team collaboration
PowerSchool SIS	Technical troubleshooting	Documentation and training
Admin Console Management	Risk assessment and management	Adaptability

WORK EXPERIENCE

Technology Coordinator February 2024 – Present

Universal Creighton Charter School

5401 Tabor Ave, Philadelphia, PA, 19120

- Analyze, evaluate, document, and update, all systems to support 800 users and 1000+ devices on an enterprise network.
- 90% FCR for L1-L3 tickets and escalate them to vendors or central office when necessary.
- Collaborated with organization's stakeholders to map workflows and identify IT pain points, leading to the successful design of more efficient device management policies.
- Lead initiatives for risk assessments, implementing system design upgrades, and technology planning.
- Integrated disparate datasets into PowerSchool SIS, enhancing data accuracy for 1000+ student records.
- Designed and implemented automated scripts in to streamline repetitive tasks, reducing human workload by 60%.
- Constantly increase knowledge base to find new ways to create value using new technologies.

Assistant Network Engineer August 2023 – February 2024

JCW Computer Consulting

Philadelphia, PA

- Supported deployment and integration of **Cisco-based networks**, including routers, switches, and AV systems.
- Leveraging AD and Google Admin to create OUs, manage accounts, and reset passwords.
- Maintained uptime of client systems at 99% **SLA compliance** by performing preventative diagnostics and maintenance.
- Provided L1/L2 support with a **90% FCR**, handling an average of 15 **support tickets weekly**.
- Collaborated with senior engineers to design SMB IT infrastructure layouts for 5+ new clients.

Python Coding Instructor July 2023 – February 2024

TechCore2

Philadelphia, PA

- Taught OOP Python on a high school level to over a dozen students.
- Demonstrated thorough understanding of subject matter by effectively troubleshooting and resolving bugs/errors

Educational Technology Coordinator

February 2018 – August 2023

QARI

Philadelphia, PA | Voorhees, NJ

- Ensured proper functioning of computer stations, regularly checking and maintaining all equipment.
- Taught class of 25 robotics and simple programming
- Played a key role in management and procurement of technological assets.
- Successfully instructed faculty and students in navigating educational software used in classes.
- Quickly adapted to a virtual learning environment during COVID by identifying and tailoring an LMS to QARI's needs, upholding the organization's ability to teach.