

ZACHARY J. HELBIG

IT Operations & Secure Infrastructure Specialist

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CERTIFICATIONS

CompTIA

- CompTIA Secure Infrastructure Specialist (CSIS) - July 2025
- CompTIA Security+ ce - July 2025
- CompTIA IT Operations Specialist (CIOS) - April 2025
- CompTIA Network+ ce - April 2025
- CompTIA A+ ce - June 2024

Microsoft & Google

- Microsoft 365 Fundamentals (MS-900) - November 2025
- Microsoft Azure Fundamentals (AZ-900) - February 2025
- Google/CompTIA Dual Credential - June 2024
- Google IT Support Professional Certificate - October 2023

TECHNICAL SKILLS

Systems & Platforms: Microsoft 365, Azure AD, Intune, Active Directory, Exchange, Windows Server, NinjaRMM, Google Workspace, Jamf Pro

Networking: Cisco, Cisco Meraki, Fortinet, Palo Alto, TCP/IP, VLANs, VPN, DNS/DHCP, RUCKUS, Ubiquiti

Security & Tools: Huntress EDR/ITDR, Webroot, Datto, AppRiver, BitLocker, LAPS, Vulnerability Assessment, Incident Response

Automation & Scripting: PowerShell, Group Policy Objects (GPO), Win32 App Packaging, Software Deployment

PROFESSIONAL EXPERIENCE

i-Tech Support inc. - Orlando, FL

Help Desk Technician | April 2024 - Present

- Diagnosed and resolved escalated technical problems using advanced troubleshooting methodologies and root cause analysis while managing high-priority incidents, maintaining SLA compliance, and coordinating cross-functional teams.
- Identified and implemented automation opportunities and workflow improvements that reduced average resolution time and enhanced operational efficiency.
- Developed comprehensive documentation, troubleshooting guides, and knowledge base articles that improved first-call resolution rates while providing technical training and mentoring to support staff.
- Provided specialized technical knowledge across Windows, MacOS, Windows servers with domain controllers, DHCP, DNS, Active Directory, and cloud environments.
- Delivered expert support for Office365, Google Workspace, printer software, and industry-specific applications ensuring seamless user productivity.
- Diagnosed and resolved network connectivity issues by analyzing TCP/IP configurations, VLAN settings, VPN configuration, and wireless network problems while implementing network monitoring tools.
- Implemented and maintained security protocols including user access controls, endpoint protection, firewall configurations, vulnerability assessments, and incident response procedures.
- Conducted root cause investigations for recurring issues and led cross-team collaboration to implement systematic improvements that reduced incident frequency.

PNC Bank, Financial Services Group – Orlando, FL

Branch Banker (DMLO) | 07/2022 - 04/2024

- Provided technical support and digital literacy education to clients, guiding them through online tools and resources to achieve their goals and improve overall service experience.
- Delivered inbound call support using advanced problem-solving techniques and technical knowledge to resolve diverse client issues efficiently across multiple platforms and systems.
- Applied security protocols and fraud prevention knowledge to protect clients against cyber threats while maintaining compliance with organizational policies and procedures.
- Performed rapid desktop computer and application troubleshooting to maintain operational continuity and minimize business disruption.
- Leveraged comprehensive knowledge of banking products and services including deposits, credit, lending, debt consolidation, and retirement planning to meet diverse customer financial needs.
- Demonstrated effective communication skills to translate complex technical concepts and financial information to clients and colleagues with varying levels of expertise.
- Managed multiple concurrent projects and priorities through strategic time management and task prioritization to meet deadlines and service level expectations.
- Recognized and adapted to diverse customer perspectives and needs to deliver personalized solutions and maintain high levels of customer satisfaction.

Coastal Wealth, LLC, a MassMutual Firm – Fort Lauderdale, FL

Financial Advisor | 01/2021 - 07/2022

- Provided comprehensive financial guidance and insurance solutions to clients seeking retirement and life insurance coverage while actively prospecting new business through networking, community events, referrals, and strategic partnerships.
- Conducted sales activities across multiple channels (in-person, phone, virtual) and managed the full application process for various insurance and retirement products to meet diverse customer financial security needs.
- Maintained daily client account monitoring and retention strategies while collaborating with financial professionals to deepen relationships and identify cross-selling opportunities.
- Analyzed clients' financial positions and developed customized plans for retirement, education, and other financial goals while leveraging product knowledge to optimize their financial security.

Fluorotek USA, Inc – Riviera Beach, FL

Operations and Logistics Manager | 05/2019 - 06/2021

- Innovated manufacturing systems, processes, and procedures to create a more efficient and safer workplace while supervising and managing a team of up to 50 manufacturing employees daily.
- Proactively managed employee operations including timecard accuracy, punctuality, and overtime restrictions while assisting the human resources director with hiring, disciplining, and terminating employees.
- Coordinated with vendors to maintain sufficient raw material inventory and collaborated with customers to ensure production schedules and shipments met delivery requirements.
- Tracked production goals and worked with management team to consistently meet customer expectations and maintain operational efficiency.