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🏠 Hudson, FL

# Zach Kieffer, CCENT

System Administrator of over 10 years experience with a passion for new technologies.

 [Zach Kieffer on LinkedIn](#)

## Technical Skills

- **Microsoft:** Excel (VB), Word, PowerPoint
- **Windows Server:** 2003, 2008
- **Adobe:** Photoshop, Illustrator
- VMWare
- RDS / Terminal Services
- Active Directory / LDAP / SSO
- **Google:** Drive, Analytics
- Practice Fusion
- WordPress

## Professional Experience

### System Administrator & Technology Advisor

February 2013 - Present

Elan Med Spa

Tampa, FL

- Delivers dependable technologies by evaluating, repairing, and reconfiguring the IT systems on the multiplatform network while adhering to stringent HIPAA standards;
- Ensures employees are able to use newly deployed software efficiently by providing training, documentation including training manuals, and general one-on-one support;
- Seamlessly transferred company from one EMR platform to another including the installation and data migration while also optimizing the new software;
- Contributes analysis of beneficial software purchases and implements expansions and upgrades of hardware and software;
- Introduces new employees to company standards, policies and procedures, as well as software;
- Designed, published and currently maintains the [Élan Med Spa](#) website using WordPress suite.

### System Administrator & Technology Advisor

November 2012 – February 2013

Ridgway Aesthetics

Tampa, FL

- Managed a cloud based custom electronic charting system and provided on-site support and training;
- Improved and modified system based on office needs such as ease of use while complying with HIPAA standards;
- Provided system and device (PC / Mac / Tablet / Phone) troubleshooting and training.

### SERVPRO of West Pasco (Port Richey, FL)

December 2008 – November 2012

#### Project Coordinator

October 2011 – November 2012

- Scheduled home repair projects and subsequent meetings with sub-contractors and provided logistical support to field technicians;
- Provided drying logistics to technicians by analyzing the moisture content, humidity, and temperature of building materials to ensure proper drying;
- Ensured satisfied customers by responding to inquiries via email and telephone in a timely, informed manner;
- Expanded network and server architecture to accommodate new building requirements while supporting the office with general IT support.

#### Restoration Technician

December 2008 – October 2011

- Managed the off-site deployment and logistics of small to large teams on various demolition and remediation projects.

## Education

### Associate of Computer Programming & Analysis

Expected August 2016

*Pasco Hernando State College*

Port Richey, FL

### Cisco Certified Network Associate

May 2008

*Pasco Hernando Community College*

Port Richey, FL

### General Studies (Animation)

May 2003

*International Academy of Design & Technology*

Tampa, FL