Zake Stahl

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TECHNICAL SUPPORT ENGINEER

CORE COMPETENCIES

Technical Customer Support • Troubleshooting • Salesforce • MFA • IPv4 • Generative AI • Windows Server • Active Directory (AD) • Linux • Python • prompt engineering

SUMMARY

Technical Support Engineer / Systems Engineer known for creative problem solving, effective written/verbal communication, and troubleshooting acumen; information technology generalist with strong cybersecurity background. Technical writer adept at synthesizing complex technical information into wide audience-accessible documentation; technical trainer, co-worker mentor and coach. Understands Generative AI. Looking forward to lending these skills to your company!

- Top notch Technical Support Engineer loved and respected by customers, engineering, and management
- IT generalist with experience in small, medium, and enterprise businesses, academia, and hospital environments; deep skills with Active Directory and the Microsoft stack
- Wrote a "cookbook", consolidating disparate product documentation and integration, which was heavily used by customers and Sales Engineers to quickly understand and successfully deploy software product

EXPERIENCE

Career Break/Professional Development, Hayward, CA   **August 2023 - Present**
- Upskilled in GenAI; building LLM based software agent applications
- Full-stack GenAI software development, coding in Python, Flask, LangChain, and HTML – enshittificationmetrics.com
- Built custom RAG chat engines – VTSBot (non-profit) and GerBot (academic) hosted at chatbot8.steelrabbit.com

Senior Technical Support Engineer   **October 2018 - July 2023**
HID Global Inc, IAMS, Fremont, CA
- Delivered top-tier break / fix technical support for enterprise biometrics software and hardware; served as product subject matter expert (SME) for Identity and Access Management for global corporate and government customers – almost solely sustaining $3M annually in product revenue
- Built, documented, and managed virtual machines modeling various products and environments – enabling support agents to reproduce customer issues and bugs quickly; resulting in improved product documentation and more effective product training
- Coordinated multiple SLA tiers and support across international time zones – resulting in smoothly transitioning localized support and 24/7 availability; providing customers efficient reliable service
- Functioned as Voice of the Customer; contributed to product planning and development prioritization – ensuring a more fruitful user experience
- Partnered Post Sales Product Support with QA and Engineering - orchestrating faster issue resolution times

Senior Technical Support Engineer   **May 2015 - September 2018**
Crossmatch Inc, Fremont, CA

- Managed / mentored 10 support staff, cross-training level 1 and 2 support techs – resulting in faster and broader support for customers
- Functioned as SME – keeping product in the upper right of the Gartner Magic Quadrant for Identity and Access Management
- Delivered customized trainings to support staff, software developers, and interns – creating a more agile product

Technical Support Engineer   **November 2007 - April 2015**
Digitalpersona Inc, Redwood City, CA

- Created and maintained internal knowledge bases, SOPs, training, and FAQs - promulgating corporate culture by standardizing proven processes and procedures across the organization
- Created and maintained customer facing product documentation, quick start guides, and upgrade procedures – resulting in positive unboxing and implementation experiences, and significantly reducing formal support load via these quality technical self-help resources

ADDITIONAL EXPERIENCE

AD Tools Lead
METI Inc / STG Inc, Sierra Vista, AZ

- Built and supported tools providing software situational awareness, leveraged skills in Active Directory, documentation, change management, operations management, virtual machines, networking, and IT security - provide continuity of business and consistent up-time for CTNOSC US Army authentication, file/print, and email
- Contributed to the success of the largest Microsoft Active Directory installation (at the time)

MCSE Instructor
University Of Arizona, Continuing Education, Sierra Vista, AZ

- Taught multiple Microsoft curriculum courses – enabled 25+ people to gain additional responsibility and salary via course completion and certification

Fractional IT Manager
Various organizations, greater Philadelphia, PA area

- Provided onsite and remote support for small and medium sized businesses (networking infrastructure, laptops, desktops, printing, cloud services, Exchange email servers, firewalls, DNS, domain registrations, remote access, web servers, project management, software roll-outs, break / fix) – enabling businesses to function and compete without their own dedicated full-time IT staff

EDUCATION and CERTIFICATIONS

BS Psychology, Pennsylvania State University
Microsoft Certified Systems Engineer (MCSE)
AWS Certified Solutions Architect Associate

SKILLS

Active Directory (AD); Apache; AWS; Azure; Citrix; CSS; Customer Support; DHCP; DigitalPersona; Discord; DNS; Docker; Exchange; Firewalls; Flask; Generative AI; Git; GitHub; HTML; IPv4; IPv6; Jinja; Jira; JSON; LangChain; LDAP; Linux; Markdown; MFA; NAT; O365; ODBC; Oracle CRM; prompt engineering; Putty; Python; Salesforce; ServiceNow; Slack; Splunk; Teams; Troubleshooting; VMWare; VPN; Windows; Windows Server; WinSCP; Wireshark; Zendesk; Zoom