

# ZAKARY L. KUNS

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## WORK EXPERIENCE

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### **Technical Support Engineer** | *Retail Pro International – Folsom, CA* | **August 2022 - Present**

- Drive the resolution of cases through the definition and diagnosis of the issue and application of technical expertise, product knowledge, communication, and problem-solving skills.
- Discover the source of root problems and provide a resolution to business partners through a central ticketing system.
- Identify and reproduce product bugs in a virtual Windows environment.
- Accurately log product defects to the product development team.
- Conduct troubleshooting steps over the phone and through remote web connections.
- Perform recovery on corrupted Oracle and MySQL databases.
- Utilize SQL to troubleshoot Oracle and MySQL databases.
- Provide guidance to business partners on best practices to manage and optimize back-end database.
- Perform network troubleshooting steps on Windows POS systems.
- Assist business partners in optimizing Windows environment.
- Actively collaborate and communicate with team members, technical account managers, customer IT staff, product development department, and SQA department.

### **Customer Service Representative** | *U-Haul Moving and Storage – Chico, CA* | **April 2019 – May 2021**

- Assisted customers in the Truck 24/7 program, reviewing rental information to ensure compliance with standards.
- Conducted in/outbound calls and communicated via chat to verify and approve dispatches.
- Managed multiple customer sessions simultaneously.
- Ensured customer loyalty by resolving concerns & maintaining compliance with U-Haul policies.
- Operated a POS system, handled cash, organized schedules, and maintained cleanliness of trucks and trailers.

## SKILLS

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**Languages/Frameworks:** C/C++, Python, SQL, Linux Bash Scripting, R, Django, Flask, HTML, CSS

**Software:** Oracle, MySQL, PostgreSQL, MS SQL Server, SQLite, RabbitMQ, Apache, Oracle Virtual Box, AWS, GCP

**Operating Systems:** Linux (Ubuntu, Debian, Kali), Windows

## EDUCATION

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**B.S. in Computer Information Systems** | **California State University, Chico** | **2017 - 2022**

Minor in Business Administration

## DEVELOPMENTAL PROJECTS

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**Cali Climate Viewer** | CSU Chico, Department of Computer Science

- Developed a front-end webpage using HTML, CSS, and Folium Python library to display California's climate data, hosted on Google Cloud Platform. Utilized the Cal-Adapt API with Python for data retrieval and Django's back-end SQLite database for data storage.

**My Personal Website** | [www.zakarykuns.com](http://www.zakarykuns.com)

- Utilized the LAMP (Linux, Apache, MySQL, PHP) stack to deploy a WordPress website hosted in an AWS EC2 instance. Used Hostinger services to purchase and configure domain name.