Tzviah Dank

Akron, Ohio | td77@uakron.edu

A dedicated & skilled professional who has demonstrated expertise & achievement in:

- Creativity & Innovation
- Analytical Thinking
- Problem-Solving
- Project Management
- Business Solutions
- Technology Integration
- Communication & Collaboration
- Strategic & Budget Planning
- Resource & Time Management

EDUCATION

Associate of Arts	Dec 2023
Bachelor of Science in CIS – Web Development (**The University of Akron**)	Dec 2022
Associate of Applied Business in CIS	Dec 2020
– Programming & Microsoft Networking (**The University of Akron**)	
Certificate CIS - Webmaster (**The University of Akron**)	June 2018

EXPERIENCE

Front-End Web Development Assistant   February 2019 – Present
The University of Akron – College of Business, Akron, OH
- Responsible for handling 5-10 weekly web requests tickets
- Designing, constructing & coding new responsive web pages and forms
- Integrating multimedia content & optimizing images using Adobe applications to improve preforms & user experience
- Responsible for fixing HTML, CSS & Bootstrap issues as needed, including bi-weekly correction or removal of "broken links"
- Assisted with the development of a Web requests ticketing application to enhance & simplify users' experience

Information System Manager   May 2015 – October 2017
Akron Zoological Park, Akron, OH
- Identified, researched & evaluated new technologies to support business needs & plans
- Managed IT budget & prioritized funds based on technology needs
- Recommended & facilitated hardware & software to enhance and elevate staff productivity
- Served as a liaison to outside hardware and software 15 vendors & contractors
- Communicated complex technical requirements to non-technical personnel
- Supported IT systems in collaborated external IT support companies
- Coordinated and assisted with software migrations & PCI DSS Compliance applications.

Information System Administrator & IT Projects Manager   December 2011 – May 2015
Akron Zoological Park, Akron, OH
- Implementing new hardware, software & computer technologies that support organizational goals and objectives.
- Performed back-ups & created a disaster recovery plan to safeguard critical data
- Provided training, & technical support to 130 - 180 users
- Established an internal work order process, prioritizing tasks for timely resolutions
- Managed & completed $100,000 POS & Security Cameras projects on time & under budget
- Initiated, designed & implemented a 40% reduction in paper usage

Network Administrator   July 2008 – November 2011
Akron Zoological Park, Akron, OH
- Monitored & proactively maintained computer systems & networks
- Diagnosed & resolved software, hardware & networks malfunctions
- Managed 250 Active Directory user accounts, file systems access, & security
- Installed servers, switches, workstations, printers, & mobile devices & managed inventory

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TECH PROFICIENCIES

Web Development
HTML, CSS, Bootstrap, JavaScript, jQuery, PHP, Java, C++, SQL, MySQL, Visual Studio Code, dotCMS, Dreamweaver
Adobe Creative Suite: Illustrator, Photoshop, XD InDesign, UI/UX Design

Hardware
Servers, Printers, Desktops, Laptops, Mobile Devices, Security Cameras

Servers OS
Windows
Linux

Server Roles
Active Directory, Group Policy, FTP, DNS, DHCP

Software
Microsoft Office 365, Symantec Endpoint, Veritas, Barracuda

Virtual Environment
Hyper-V, VMware, Virtual Box

IT Management
Kaseya Software Solution