

ZACHARIAH P. CROSBY

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INFORMATION TECHNOLOGY | ENDPOINT MANAGEMENT | USER SUPPORT

Microsoft Intune | ImmyBot | RMM | IT Glue | Windows | Microsoft 365

PROFESSIONAL PROFILE

Information Technology professional with hands-on experience supporting endpoint provisioning, user onboarding, workstation configuration, client communication, and IT documentation. Brings a strong foundation in systems administration and software development through Liberty University coursework and Google IT Support training, with a reputation for reliability, attention to detail, and disciplined execution.

CORE TECHNICAL CAPABILITIES

Endpoint Provisioning	User Onboarding	Help Desk & Client Support
Device Configuration	IT Documentation	Asset & Return Logistics

PROFESSIONAL EXPERIENCE

Help Desk Intern

APR 2026 | AUG 2026

PALMETTO TECHNOLOGY GROUP | *Managed IT Services*

- Provisioned and prepared Windows computers for new hires, applying accurate configuration, security, and deployment standards.
- Configured new hire accounts and systems using Microsoft Intune, ImmyBot, RMM tools, and IT Glue, supporting consistent onboarding and endpoint readiness.
- Communicated directly with clients to gather required information, respond to service requests, and coordinate equipment needs.
- Supported device return workflows through UPS WorldShip, including return label creation and equipment logistics.

Project Assistance

MAY 2022 | PRESENT

CONSTRUCTION SUPPORT SERVICES | *Residential Project Support*

- Support residential project closeout through post construction cleanup, home staging, debris removal, garage organization, and final site preparation.
- Respond to on call scheduling needs and shifting priorities while maintaining quality standards, organization, and dependable execution.

Clean Up Crew

MAY 2021 | JUL 2024

PRODUCTIVE KITCHEN STAFF | *Event Operations*

- Led cleanup activities for events serving up to 200 guests while maintaining sanitation, safety, and venue standards under time pressure.
- Completed tables, floors, equipment, and closeout responsibilities efficiently and on schedule; recognized for reliability and attention to detail.

EDUCATION & CREDENTIALS

LIBERTY UNIVERSITY | **B.S. Information Technology, Web & Mobile Programming** | **Dean's List** | **3.6 GPA**

Relevant Coursework: C++, Object Oriented Programming, Front End & Back End Web Development, Database Management, Information Security, Systems Administration, DevSecOps, Mobile Programming

GREENVILLE TECHNICAL COLLEGE | Systems Administration coursework toward bachelor's degree

GOOGLE IT SUPPORT CERTIFICATE | Hardware, software configuration, troubleshooting, and IT support fundamentals

Microsoft IT Support | Hardware, software configuration, troubleshooting, and IT support fundamentals

TECHNICAL TOOLKIT & PROFESSIONAL DEVELOPMENT

Platforms & Tools Microsoft Intune | ImmyBot | RMM | IT Glue | Windows OS | Microsoft 365 | Google Workspace | UPS WorldShip

Programming & Data HTML | CSS | JavaScript | Python | SQL | C++ | Java | PHP | JSON | GDScript | Gradle | CSV

In Progress CompTIA A+ | AWS | Google IT Automation with Python | Microsoft 365 Administrator (MS 102)