Zachary Le

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CERTIFICATIONS

CompTIA Network+ | LPI Linux Essentials | AWS Certified Cloud Practitioner | CompTIA A+ | ITIL 4 Foundation

EDUCATION

Bachelor of Science, Cloud and Network Engineering | Western Governors University | Expected February 2027

WORK EXPERIENCE

Network and Systems Support Engineer (Contract) **October 2026 – Present**
CSI Consulting Group Sacramento, CA

- Manage network/file share access, Exchange Online user groups, and 40 shared mailboxes for 150 users, keeping permissions aligned with each user's role and department.
- Audited network share, calendar, and email group ownership by coordinating with HR and management to assign an accountable owner to each resource.
- Standardized tracking and procurement for 200 devices by establishing inventory and purchasing guidelines alongside an inventory application.
- Completed 20 lab equipment installations by coordinating contractor work between vendors and on-site staff.
- Configure switch patching and VLAN tagging to place new endpoints and lab equipment on their correct network segments.

Senior Desktop Support Engineer **February 2025 – October 2026**
California Department of Consumer Affairs Sacramento, CA

- Decrease account provisioning time by 20 minutes with PowerShell across Active Directory, Microsoft Entra ID, and SCCM/MCM for consistent user provisioning.
- Perform Level 3 help desk duties as subject matter expert in workstation provisioning, troubleshooting, configuration, and end-user support.
- Develop PowerShell scripts to reduce one hour of manual application and patch installation per endpoint and standardized deployment across the help desk team.
- Reduced support volume by 89 tickets over a two-month tracking period by driving root cause analysis on repeat support and security incidents.
- Migrate domain controllers to Windows Server 2022 across two production sites on VMware vSphere.
- Lead, train, and mentor help desk staff as subject matter expert across projects, level 1/2 help desk operations, onboarding/offboarding, and inventory.

Desktop Support Engineer (Contract) **August 2024 – October 2024**
Ledgent Technology Stockton, CA

- Recovered $10,000 in annual licensing costs by developing PowerShell automation for Active Directory user lifecycle management and Microsoft 365/SugarCRM access provisioning.
- Administer and manage Microsoft 365 services including Exchange Online, SharePoint, Teams, Entra ID, SSO.

Help Desk Associate **January 2023 – August 2024**
California Department of Alcoholic Beverage Control Sacramento, CA

- Reduced endpoint deployment time by 80% across all new endpoint agency-wide by reducing Windows Autopilot deployment from 20 technician steps to 4 through PowerShell and Batch scripting.
- Stood up an ITSM platform processing roughly 800 tickets per month within a 4-month deployment by leading end-to-end rollout of ManageEngine ServiceDesk Plus.
- Provided Tier 1 and Tier 2 support to 500+ users across 24 statewide sites, covering LAN/WAN, VPN, Microsoft 365, and endpoint hardware.

PROJECTS

Infrastructure Home Lab

- Design and operate full-stack network infrastructure, managing DNS, VLANs, IP address management, VPN, firewall, WAP, and physical switching across Cisco, Brocade/Ruckus, and MikroTik RouterOS environments.
- Administer a multi-host Proxmox VE environment across two Dell servers running 6 to 10 Ubuntu/Debian Linux VMs and containers, hosting Active Directory, WireGuard VPN, backup infrastructure, and DNS/DHCP services.
- Replaced 9 manual bash scripts with one deployment by engineering a 6-role Ansible playbook that configures firewall rules, cron scheduling, Docker Compose Python applications, Cloudflare Tunnel access, and NAS backups.
- Host the production environment for an AI-built gaming community platform across primary and backup Proxmox hosts, with the backup host taking over during updates to keep the platform online.

AI-Driven Gaming Community Platform (Founder)

- Founded and operate a self-hosted platform for an Aion 2 gaming community, made up of a Rust Windows desktop companion app with live game-data tools, a Rust and SQLite web server with a members site, and a Python Discord bot that manages the community server.
- Shipped 940+ production changes across two repositories by designing and directing a team of 29 specialized Claude Code agents, each assigned a defined role such as feature owner, security, deployment, or merge queue.
- Grew the platform to 54 monthly active app installs, 27 monthly signed-in members, and 27 linked accounts within about a month of launch, tracking adoption through a custom usage dashboard.
- Enforced change control on GitHub through a single merge queue as the only path to production, requiring every change to pass the full test suite, linting, gitleaks secret scanning, and an independent review before merging.
- Deploy releases as commit-tagged Docker images through GitHub Container Registry, with Stable and Beta channels so testers get new features first.
- Investigated the game's network protocol through passive Npcap traffic capture, mapping packet opcodes for quests, mob spawns, and pet collections that feed the app's live tools.
- Restricted AI agent permissions so that agents cannot merge, deploy, or approve their own requests, limiting host access to an SSH key with a pre-approved command list and requiring passkey approval from a phone for every change.

GCP Cloud Infrastructure and Delivery Pipeline

- Provisioned a containerized application via Terraform on Google Cloud Run by defining VPC networking, IAM, Cloud SQL for PostgreSQL, Secret Manager, and Cloudflare DNS proxying.
- Automated the path from code commit to live deployment by configuring a Cloud Build CI/CD pipeline that builds a Docker image, pushes to Artifact Registry, and redeploys to Cloud Run on every push.

SKILLS

Operating Systems: Linux (Ubuntu, Debian), Windows Server, macOS, Android, iOS

Hypervisors: Proxmox VE, VMware vSphere, Hyper-V

Identity and Access: Active Directory, Microsoft Entra ID, Group Policy, MFA, Zscaler, GlobalProtect, Tailscale

Endpoint and Security: Microsoft Intune, SCCM/MCM, Windows Autopilot, Cortex XDR, BitLocker

Microsoft 365: Exchange Online, SharePoint, Teams

Scripting Languages: PowerShell, Bash, Python, Batch

Cloud Technologies: AWS (EC2, S3), GCP (Cloud Run, Cloud SQL, Compute Engine)

Networking: Cisco, Brocade/Ruckus, MikroTik RouterOS, VLANs, DNS, DHCP, WireGuard, Cloudflare

DevOps: Terraform, Ansible, Docker, Cloud Build, Git, GitHub Container Registry, gitleaks, Cloudflare Workers

AI Tooling: Claude Code (multi-agent orchestration, MCP Servers, Skills), Microsoft Copilot, Ollama

Backup and ITSM: Veeam Backup and Replication, Proxmox Backup Server, ManageEngine ServiceDesk Plus, Connectwise, IT Glue

INTERESTS

Tennis, Cars, Fashion, Photography, Tetris, Aquariums, Outer Space