

# Zachary Turner

801-440-5202

hello@zacturner.me

[zachacks.me](http://zachacks.me)

[linkedin.com/in/zac-turner](https://linkedin.com/in/zac-turner)

## PROFESSIONAL SUMMARY

As an IT professional with extensive experience in systems administration and a deep commitment to cybersecurity, I've developed a comprehensive skill set encompassing information security, identity and access management, and systems administration. I hold Security+ SY0-601 and ISC2 Certified in Cybersecurity certifications, underscoring my solid knowledge in security principles and practices.

In my role at Degreed, I oversee critical security policies, including data loss prevention, EDR-based security, mobile device management, and automated patch management. My efforts extend to conducting vulnerability assessments and managing a secure user support system. My background in customer service, marketing, and web design illustrates my versatility and creative problem-solving capabilities.

As a lifelong learner, I participated in a workforce training program to gain valuable experience in several different niches, such as penetration testing, cloud systems administration in Open Stack, RedHat Linux administration, digital forensics, and much more. I have also configured several home labs to learn more about OSINT, threat intelligence, malware and threat analysis, penetration testing, digital forensics, vulnerability management, and home networking. I enjoy learning about new cyber trends and emerging threats, both for private and public companies and governments, so I typically will have a podcast or e-book in my listening queue, or an article pinned on my desktop. Outside the professional realm, I'm passionate about woodworking, landscaping, music, gaming, and spending time with my family.

---

## EDUCATION & CERTIFICATIONS

High School Diploma

Valley High School, 2011

Cybersecurity Workforce Certification Training

IvyTech Community College, 2023-2024

CompTIA Security+

ISC2 Certified in Cybersecurity

Cybersecurity Workforce Certification Training – Cloud Systems Administration

Mastercard Cybersecurity Virtual Experience Program – Forage

---

## EXPERIENCE

**Company:** Degreed

04/01/2021 – Present

**Title:** IT Systems Administrator

- Implementing automated patch management schedules using Automox, Microsoft Intune, and Jamf Pro to update out-of-date third-party software and operating systems based on CVSS scores and severity, across 500 endpoints and servers, resulting in an average of 80% increase in productivity.
- Implementing and maintaining endpoint security measures across 500 endpoints and servers using Microsoft Intune, Jamf Pro, and SentinelOne to maintain endpoint protection, configuration policies and profiles, and to remain in compliance with SOC II, TISAX, NIST, etc.
- Configuring and implementing robust role-based access control policies by utilizing Microsoft Entra ID security groups, Google Workspace groups, SAML/oAuth 2.0 single-sign on, and SCIM provisioning.
- Contributing to IT helpdesk by resolving 25 escalated helpdesk tickets weekly, including hardware requests, new hire onboarding, exiting employee offboarding, creating documentation for policies and procedures, maintaining helpdesk portal inside Freshservice with knowledge base articles, employee training, and weekly tips.

- Contributing to Degreed's information security team goals by participating in security audits, such as SOC II, TISAX, and numerous customer audits. Also participated in department shadowing by reviewing monthly DAST scans performed by Acunetix and assigning tickets to the appropriate teams based on finding severity, monitoring Datadog alerts for security anomalies, reviewing submitted security incidents and documenting facts, performing investigations and interviews, and escalating those incidents when needed.

**Company:** Degreed

11/07/2018 – 04/01/2021

**Title:** IT Service Desk Representative

- Resolved 45 helpdesk tickets weekly on average, including email password resets, diagnosing and resolving endpoint hardware and software issues, SaaS application requests, building access requests, educating employees on troubleshooting steps for self-help.
- Managed asset management and hardware procurement for endpoint replacements, new hire onboarding, exiting employee hardware return, as well as IT systems access.
- Promoted to IT Systems Administrator in April 2021.

**Company:** Morgan Stanley

11/2017 – 11/2018

**Title:** Client Service Professional

- Responded to client inquiries via email, phone, and live chats, providing accurate and timely solutions to technical and service-related inquiries. Provided technical support for the online web portal, including account linking, missing statements, password resets, and escalated issues to branch management if needed.

**Company:** Independent Contractor

10/2015 – 01/2017

**Title:** IT and Marketing Consultant

- IT and Marketing Consultant for multiple companies including Solar Future, Knockout SEM and Go2IT Group. Assisted with software sourcing, computer hardware repair, network maintenance, domain registration, Wordpress development and maintenance, Google Adwords administration, PPC campaign management, SEO management, email marketing campaigns.

---

## VOLUNTEER EXPERIENCE

**Organization:** Guardian Group - PURSUIT

2024 – Present

- Guardian Group is a nonprofit organization that works to end sex trafficking of women and children in the United States. Their mission is to help identify victims and predators, and to provide support to law enforcement.
- I have been volunteering my time and skills utilizing Open-Source Intelligence (OSINT) in helping to identify underage victims of sex trafficking to report to law enforcement in the USA.
- I have experience utilizing tools such as Kali Linux, Spiderfoot, Maltego, Google Dorks, Blackbird, haveibeenpwned.com, InstaLoader, etc. to locate information regarding individuals and generate possible leads.

---

## SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Help Desk, Ticketing Systems, Microsoft Entra ID, Microsoft Azure, Google Workspace, Google Cloud Platform, HP Aruba, PfSense, Firewalls, ACLs (Access Control Lists), Virtual Machines, Information Security, Vulnerability Management, IAM, Documentation, SentinelOne, Jamf Pro, Microsoft Intune, Critical Thinking, macOS, Root Cause Analysis, Troubleshooting, Burp Suite, RedHat Linux, Kali Linux, Ubuntu, Open-Source Intelligence, Investigations, Security Assessments, SOC II Type 2, ISO 27001, TISAX