

ZACHARY ADAM DAY

TECHNICAL ACCOUNT MANAGEMENT | CUSTOMER SUCCESS | IT OPERATIONS

Portland, Oregon
Portfolio | LinkedIn | GitHub

PROFESSIONAL PROFILE

Former Army Information Technology Specialist (25B) with experience in systems and network support, end-user assistance, customer communication, production, and logistics. Brings complex issues into a clear working frame, documents the next step, and keeps customers and teammates informed through the handoff. Public product work demonstrates practical judgment around scope, privacy, and usability.

CORE STRENGTHS

Customer communication | Technical troubleshooting | End-user support | Issue documentation | Requirement clarification | Cross-team handoffs | Quality control | Privacy-aware product scoping

SELECTED PUBLIC PROJECTS

ClaimNCO | Veteran preparation prototype

[View live prototype](#)

- Frames scattered questions, evidence gaps, and documents into a structured preparation flow before a conversation with an accredited Veterans Service Officer.
- Keeps the product in a preparation lane, stores no sensitive records, and makes scope limitations visible before use.

LumaDate | Portland planning prototype

[View live prototype](#)

- Combines two people's preferences, area, timing, and budget into independently actionable public-place plans.
- Uses a guest-first flow, avoids precise-address collection, labels demonstration data, and preserves useful fallback behavior without background tracking.

PROFESSIONAL EXPERIENCE

Information Technology Specialist (25B) - 2023-2025

United States Army

- Supported computer systems and networks while assisting end users with day-to-day technical issues.
- Documented problems, clarified next steps, and coordinated troubleshooting in a high-accountability operational environment.
- Built a service approach centered on clear communication, dependable follow-through, and careful handling of information.

PROFESSIONAL EXPERIENCE - CONTINUED

Upholstery Technician - 2021-2023

Adventure Wagon

- Combined hands-on upholstery and production work with direct customer updates as projects moved through the shop.
- Translated changing specifications into clear expectations and dependable handoffs between customers and production teams.
- Checked fit, finish, and quality while coordinating adjustments needed to keep work moving.

Process Technician - 2020-2021

JAE Oregon

- Set up and adjusted production equipment to support consistent manufacturing work.
- Partnered with maintenance technicians to identify equipment issues and coordinate corrective work.
- Performed measurements and inspections to protect part quality and document production results.

EARLIER OPERATIONS EXPERIENCE

Shipping and Receiving | 2 Towns Ciderhouse - 2018-2020

Maintenance Technician and Prep Cook | Local Ocean - 2017-2018

Customer service, hospitality, retail, and outreach - 1-800-GOT-JUNK, Whole Foods, Whitefish Mountain Resort, and JavaPipe | 2014-2017

TRAINING

U.S. Army Advanced Individual Training - Information Technology Specialist (25B)

National Outdoor Leadership School (NOLS) - Patagonia field leadership expedition, 2016