

Zach McEntire

Salt Lake City, Utah

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WORK EXPERIENCE

Technical Services Coordinator — IT | *Sundance Institute* | Dec 2025 – Feb 2026

- Deployed and validated network infrastructure across seven festival venues supporting 20,000+ attendees; diagnosed real-time Wi-Fi, scanner, and Linux/Ubuntu system failures during live screenings.
- Re-imaged legacy Windows hardware with Pop!_OS to achieve PCI compliance for all ticketing stations; triaged helpdesk queues via Zendesk and Jira throughout pre-festival setup.
- Diagnosed real-time scanner system failures, Wi-Fi performance degradation, and Ubuntu kiosk display issues during live screenings, ensuring service continuity for attendee load-ins.

Customer Support Engineer | *ActionIQ* | Oct 2023 – Apr 2025

- Led incident command for production-impacting CDP failures — coordinating engineering, DevOps, and customer stakeholders through RCA and remediation within contracted SLAs.
- Diagnosed data pipeline defects (ingestion errors, table materialization, export mismatches, campaign misconfiguration) using Datadog, PSQL, Docker, and AWS (EC2, S3, State Manager).
- Built Dalmatian, a Python app automating PagerDuty-to-DevRev ticket creation, eliminating manual L1 escalation steps; developed Retool dashboards for data inspection, changelog audit, and alert tuning.
- Constructed custom Datadog monitors for enterprise accounts and debugged third-party API integration failures via Postman and Tray.io; contributed to CI/CD reliability using Terraform, Jenkins, and Ansible.

Technical Account Manager | *Impartner* | Jan 2022 – Feb 2023

- Designed, built, and deployed 6+ custom ASP.NET/ASPX web pages and front-end components for Splunk's partner portal using C#, HTML, CSS, JavaScript, and SQL, including a new badge navigation system enabling partner recognition across product lines.
- Partnered with Splunk's RevOps, Marketing, UI/UX, and Salesforce Admin teams to translate business requirements into portal features, writing acceptance criteria, executing tests, and iterating through review cycles.
- Optimized complex SQL queries against Salesforce-backed data sources to improve data rendering performance on partner-facing pages, applying execution plan analysis and window function tuning.

Technical Support Engineer | *Impartner* | May 2021 – Feb 2023

- Resolved Tier 1/2 front-end defects for customer web portals built on .NET and Angular, using browser developer tools to isolate rendering bugs, script errors, and page lifecycle issues before deploying targeted HTML, CSS, and JavaScript fixes.
- Managed deployments via Perforce and IIS, ensuring controlled rollout of front-end patches across customer portal environments.

PROJECTS

SENTINEL/OPS — React 18 + TypeScript, Node.js/Express, BullMQ, TimescaleDB, Railway/Vercel

- Production API health and incident management dashboard with real-time endpoint polling, incident lifecycle tracking, and historical SLA reporting.

SupportDesk — Next.js 15, Python, FastAPI, TimescaleDB, Claude API

- AI-powered ticket triage dashboard; Python CLI with error fingerprinting and Claude API root cause summarization; agentic fitness data pipeline using TimescaleDB hypertables and continuous aggregates.

SKILLS

Support & Observability: Datadog, PagerDuty, Zendesk, Jira, DevRev, Retool, Postman, Incident Command, RCA, SLA

Languages & Frameworks: Python, TypeScript, JavaScript, Bash, C#, React, Next.js, Node.js, Express, Angular, .NET, FastAPI

Data & Infrastructure: PostgreSQL, TimescaleDB, SQL, AWS (EC2, S3), Docker, Terraform, Jenkins, Ansible, Git, Railway, Vercel

Human Languages: English (Native), Russian, Ukrainian

EDUCATION

Full-Stack JavaScript Web Development — V School, Salt Lake City, UT

Bachelor of Arts, Liberal Arts — Utah State University, Logan, UT