Zach Petty

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Jacksonville, FL | Open to Fully Remote or Flexible Hybrid

Objective

IT Support Specialist with 3+ years of experience and C++/Python coding skills, targeting a remote Support Engineer role to troubleshoot tech challenges and support innovative software solutions. Currently pursuing a B.S. in Game Programming.

Skills

Programming: C++ (UE5, OOP), Python (scripting, automation), Java

Technical Support: Software/hardware troubleshooting, user issue resolution, escalated ticket handling

System Administration: Active Directory, CRM, BMC, hardware imaging/deployment

Tools: Unreal Engine 5, Blueprints, Git, Windows OS, remote collaboration platforms

Web Development: HTML5, CSS, JavaScript (built pettypixels.dev)

Key Strengths: Analytical problem-solving, self-motivated, remote-team coordination

Professional Experience

IS Support Specialist II, Desktop Support Team

Healogics, Jacksonville, FL | 2022–Present (Promoted to Tier II in 2023)

- Resolve 80%+ of complex software, hardware, and network issues for 50+ users daily, minimizing downtime via AD, CRM, and BMC Remedy expertise.

- Automate repetitive tasks with Python/PowerShell scripts, reducing ticket resolution time by 15% (e.g., user provisioning workflows).

- Deploy and image hardware across fast-paced environments, ensuring seamless system integration.

- Document solutions and collaborate with stakeholders to bridge technical/nontechnical gaps.

IS Support Specialist I, Helpdesk

Healogics, Jacksonville, FL | 2021–2022

- Provided frontline support for 50+ daily users, resolving software and connectivity issues via phone and ticketing.

- Designed phishing simulation campaigns with HTML/CSS/JavaScript, training 100+ employees monthly.

- Promoted to Tier II for technical aptitude and proactive problem-solving.

Projects (pettypixels.dev/projects)

Tornado Trouble – Physics-Based Puzzle Game

Brackey's Game Jam 2025.1 | Project Lead & Lead Programmer

- Led a global team to code physics-based mechanics in C++, delivering under a 1-week deadline.

Supermarket Time Heist – Stealth Action Game

Winter is Jamming, 2024 | Solo Developer

- Solo-developed a game with C++ and Blueprints, showcasing debugging and time-management skills.

Education

B.S. in Game Programming and Development (In Progress)

Southern New Hampshire University, Online | Expected October 2025

- Capstone: Advanced game programming solutions (in progress)

- Coursework: C++ Programming, Python Programming, Game Production