DZENIS ZIGO

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PROFESSIONAL SUMMARY

An IT support professional with expertise in **Technical Troubleshooting**. Skilled in network configuration, system installation, and customer service. Proactive in resolving software issues and enhancing IT documentation. Holds a B.S. in Computer Science and Engineering from the University of Illinois (a top-10 university).

PROFESSIONAL SKILLS AND INTERESTS

- **Technical Troubleshooting**
- **Network Configuration**
- **Customer Service**
- **System Installation**
- **IT Documentation**
- **Programming and Operating Systems**

EDUCATION

B.S. (Computer Science and Engineering) *Dean's List*. University of Illinois (Champaign, IL)

Additional Professional Development:

- A+ (Cert. #LHQ273DQ41EE181J) – CompTIA (2025)

PROFESSIONAL SKILLS DEMONSTRATED

VERADIGM (formerly Allscripts)

June 2017 – March 2018

A healthcare technology firm with ~9,000 employees, ~$1.6 billion in annual revenue, and clients that include Walgreens and Baptist Health.

Associate Software Engineer

Designs complex technical solutions and troubleshoots software issues.

- **Technical Troubleshooting:** Resolves ~10 software bugs (for legacy Microsoft .NET code), providing IT support and reliability for the Firm's SaaS product.
- **Network Configuration:** Manages the delivery of static assets using Microsoft Azure CDN by leveraging WAN geolocation and resulting in sub-30ms network response times.
- **IT Documentation:** Analyzes Microsoft's documentation (for ASP.NET Core) as well as collaborates with another technical team to design and develop an API's Authentication and Authorization (using JWT signatures and 16-bit mask payloads).

RELEVANT PROJECTS

Network Configuration: Sets up a homelab Raspberry Pi with OpenWrt, bridging a guest WiFi network with an easily-disconnectable Ethernet connection, and enforcing a VPN in order to prevent any malware on an air gapped PC from determining its location. (2023)

Network Configuration: Configures a SOHO WiFi with a 2.4GHz guest network for IoT Ring cameras, extended coverage with a second Asus router, and ensured power backup with a UPS. (2023)

System Installation: Responsible for setting up a Linux server to act as a backend for a dynamic web app. Software installation includes [Nginx](#), Microsoft's [SQL Server](#), and ASP.NET. Additional setup includes user accounts, a [Let'sEncrypt](#) SSL certificate, a JWT hash key, and [NameCheap](#) DNS records. Detailed system installation instructions are on [the GitHub](#). (2022)

OTHER RELEVANT INFORMATION

Additional Languages: Bosnian, Croatian, Serbian (native fluency)