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Zachary Frank

A dedicated and life-long learner, I am driven to continually enhance my ability to guard against malicious digital threats and actors that would seek to harm or abuse others. I am committed to working alongside others in a respectful manner to contribute to a healthy team culture that empowers everyone to flourish.

Ongoing Projects & Achievements

- Configuration of a virtual home hacking lab via a virtual server utilizing Amazon Web Services
- Completed the AWS Cloud Practitioner Essentials introduction training course
- Achieved completion badges for Codecademy's courses *Learn Command Line*, *Introduction to IT*, and *Introduction to Cybersecurity*
- Last Dollar Scholarship & Microsoft Cybersecurity Scholarship recipient
- *Wireshark Essentials* training completion via LinkedIn Learns

Anticipated Projects Completed by Summer 2023

- Linux Administration course completion (hosted by DMACC)
- National Cyber League Spring competition participant with skill assessment report
- Python Personal Programming Project: Periodic Table of the Elements (parsing CSV files with Python)
- Python Personal Programming Project: Vignere Cipher (program a basic cryptographic algorithm)
- Python Personal Programming Project: Pig Latin (text parsing and string manipulation)
- Python Personal Programming Project: Rotating Cube (3D rotation and line drawing algorithms)

EDUCATION & TRAINING

Des Moines Area Community College

August 2022 - Present

- *President's Honor List*, Cybersecurity AAS

Nonprofit Learning Lab

September 2021

- Train the Trainers® 6 hour course completion - sharpened skills in designing effective curriculum for in-person or virtual trainings, methods for delivery according to adult learning styles, and group-learning facilitation

VitalSmarts Organization – *Certificates of Satisfactory Completion*

Fall 2018 - Fall 2019

- Crucial Conversations® Certificate of Completion
- Getting Things Done® Certificate of Completion

Habitat for Humanity International

Spring 2017

- Volunteer Management Certificate

EXPERIENCE

Greater Des Moines Habitat for Humanity, Des Moines – *Volunteer Coordinator*

November 2016 - September 2022

Responsible for the recruitment, retention, and communication with volunteers, staff, and external partners.

- Troubleshoot and generate solutions for the company's CRM software: the Salesforce Nonprofit package and the Volunteers for Salesforce application.
- Formulate and record affiliate processes and best practice guidelines.
- Equip and train new staff members to engage with volunteers.
- Manage daily communications and events across multiple platforms, including G-Suite applications, Salesforce, Microsoft Teams, & Traction Tools EOS software.

Greater Des Moines Habitat for Humanity, Des Moines – *ReStore Customer Service Associate*

July 2015 - November 2016

Responsible for customer inquiries, processing returned goods, and resolving customer needs.

- Advocated between customers, staff, and management to resolve disputes.
- Centralized staff communication system and inventory tracking.
- Organized and restocked merchandise across multiple departments.