

ZACHARY HEITLING

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PROFESSIONAL SUMMARY

Security+ certified operations professional with a background in high-pressure incident coordination, regulatory compliance (HIPAA/FDA), and Linux systems. Operating with a "Zero Trust" philosophy, I bridge the gap between technical infrastructure and evidence-based defense. Experienced in alert triage, log analysis, and root-cause determination within complex, regulated enterprise environments. Deeply familiar with BMC Remedy ITSM and cross-functional NOC/TOC operations. Positioned for SOC Analyst roles to provide disciplined, reliable, and evidence-driven incident response.

CORE SKILLS

- **SOC Fundamentals:** Alert triage, log review, incident documentation, escalation, root cause analysis.
- **Enterprise Operations:** BMC Remedy ITSM, incident lifecycle, NOC/TOC collaboration, SLA compliance.
- **Systems & Monitoring:** Linux, Docker, Grafana, Prometheus, Active Directory, TCP/IP.
- **Compliance & Process:** HIPAA/FDA-aware documentation, SOP adherence, zero-error procedural discipline.

PROJECTS

Kuro Kyomu Bastion | July 2025 – Present

- Hardened, self-hosted Docker environment utilizing NGINX/Cloudflared for secure external access to my domain, ownchain.systems and to secure critical, sensitive services and perform Restic/BTRFS onsite and offsite backup/restore.

PROFESSIONAL EXPERIENCE

Newman Communications | Interview Coordinator | 2020 – 2025

- Designed and deployed custom workflows supporting 120+ clients, reducing coordination errors by 30% and reclaiming 20+ hours/week.
- Analyzed engagement trends, producing reporting that improved media engagement by 16%.
- Managed high-pressure logistics for national media tours, ensuring rapid resolution of scheduling conflicts for high-profile clients.

Dexcom | Escalation Specialist | 2015 – 2019

- Resolved escalated medical-device cases, serving as the senior tier of front-line support in a high-stress, regulated environment.
- Led Oracle Service Cloud process validation and spearheaded comprehensive team training initiatives.
- Enforced rigid documentation quality to maintain 100% compliance with HIPAA/FDA healthcare regulations.

Cox Communications | Technical Operations Technician | 2003 – 2011

- Managed incident lifecycles within a high-stakes Technical Operation Center (TOC) using **BMC Remedy**.
- Collaborated directly with NOC personnel to troubleshoot and resolve complex network outages under strict SLA constraints.
- Utilized pattern recognition and log analysis to improve system reliability, consistently exceeding outage-response targets.

U.S. Navy | Aviation Electronics Technician (ATA) | 1995 – 1998

- Executed component-level diagnostics on complex electronics, maintaining a zero-error baseline to optimize mission readiness.
- Cultivated strict procedural discipline and rigorous adherence to standard operating procedures (SOP).

CERTIFICATIONS & EDUCATION

- **CompTIA Security+** (Active, April 2026, Score: 798)
- **CompTIA IT Operations Specialist (CIOS)** (Active)
- **High School Diploma** | Tavares High School, Tavares, FL