Dzenis Zigo

dzenis.zigo@gmail.com | Tampa, FL | linkedin.com/in/dzeniszigo | zigoware.com

SUMMARY

CompTIA A+ certified IT professional with a UIUC engineering degree (Computer Science minor) and hands-on experience supporting customers, securing systems and running Linux and Windows environments. Former associate software engineer in healthcare IT, where I built authentication and authorization for a patient-data API. I set up, host and maintain websites for local businesses and community organizations, from domains and DNS to launch. Bilingual in English and Bosnian.

TECHNICAL SKILLS

- **Support & Hardware:** PC and laptop setup, operating system installation and troubleshooting; peripheral and printer setup; Windows 10/11, macOS, Android; ticketing and documentation
- **Systems & Cloud:** Linux server administration (VPS), Windows, Microsoft Azure, user accounts and permissions
- **Networking:** TCP/IP, DNS, DHCP, Wi-Fi setup, static IP configuration, remote desktop (RDP), VPN clients, domain and web hosting setup
- **Security:** authentication and access control, encryption (AES-256), MFA, phishing awareness, SIEM basics
- **Scripting & Tools:** PowerShell, Bash, Python, SQL, Git, Visual Studio Code, Postman

EXPERIENCE

Zigoware | Volunteer IT & Web Developer | Tampa, FL **Dec 2022 – Present**

- Set up, host and maintain websites for a community center and a hair salon: domains, DNS, hosting and launch.
- Administer a Linux VPS running an ASP.NET Core and SQL Server application, handling updates, troubleshooting and access control.
- Built an admin panel that lets non-technical staff update their own content, cutting support requests.

Veradigm (formerly Allscripts) | Associate Software Engineer | Litchfield, IL **Jun 2017 – Mar 2018**

- Built authentication and authorization for a healthcare SaaS API handling patient data, working with a team lead to design access rules for each type of operation.
- Worked with a software architect on C# development and application architecture.
- Configured Azure CDN to serve the web application's static files, with gzip compression and a fallback for when the CDN was blocked or unavailable.
- Wrote commit messages, pull request descriptions and code comments for team review, used Postman to test and troubleshoot the API, and worked with QA to verify fixes.
- Raised and resolved blockers in daily Agile standups with my team.

PROJECTS

Neighborhood Cloud Gaming Network **Aug 2025 – Sep 2025**

- Designed a peer-to-peer streaming network using WebRTC so web browsers can play games running on nearby Windows PCs, with 5 to 15 ms input latency.
- Tested and troubleshot streaming connections between browsers and host PCs to keep latency low.

CERTIFICATIONS & EDUCATION

CompTIA A+ (May 2025) | **Google Cybersecurity Professional Certificate** (Jan 2026)

University of Illinois at Urbana-Champaign **May 2017**
B.S. Mechanical Engineering, Minor in Computer Science; Dean's List, James Scholar Champaign, IL

ADDITIONAL EXPERIENCE

- **Fire Sprinkler Inspection Assistant**, summer during college: inspected sprinkler systems in commercial buildings.
- **Maintenance Technician**, high school facilities, two summers full-time (plus one summer as a volunteer): repairs, equipment setup and building upkeep.
- **Delivery Driver**, three summers and two winters during college: reliable, customer-facing work under time pressure.