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Summary

Sixteen years at a wireless carrier, the last eight in incident and problem management and continual service improvement. I ran major incidents, then fixed the process and built the tooling so the next one would be smaller. Most of that work was process improvement for IT service delivery. ITIL was the frame. Root cause analysis found the fix. Tableau was how I showed leadership what changed. Recent work included an AI network analysis tool that went into production in the Network Operations Center (NOC), an API monitoring app wired to PagerDuty, and a customer verification tool that saved over \$300K a year.

Experience

Lead Continual Service Improvement Engineer Jan 2021 – Aug 2025 (role ended with the sale of UScellular to T-Mobile) **UScellular** · Enterprise CSI, Restoration and Reliability Engineering (RRE)

- Won the 2024 company hackathon leading a team of nine. We built Service Impact Detection (SID), an AI network analysis tool that ran on a locally hosted open LLM. It read utilization and traffic deviations on core network interfaces against 7-day baselines and decided whether customers were likely affected. The NOC associate on the ticket got a summary and prioritized troubleshooting steps. SID went into production in the Network Operations Center. Troubleshooting got faster and several major outages never developed.
- Built the One Time PIN (OTP) capability that Customer Care used to verify a caller. The associate pressed one button and a code went to the primary phone on the account, traceably. The customer-facing organization had been about to buy a third-party product for roughly \$300K a year. I built a bare-bones version, got it approved, and worked with developers and middleware teams to take it to production. It saved over \$300K a year.
- Led the OTP Notification Hub 2.0 migration in 2023. The tool's Email-to-SMS path had caused four Sev1 outages and slow delivery at peak hours, which pushed up frontline handle time. I moved delivery onto the IT-managed Notification Hub, straight to the SMSC/MMSC, with Email-to-SMS kept as a fallback. Delivery averaged 0.18 seconds with a 1.02-second maximum. The new Notification Hub instance was reusable by other frontline tools. About 25 people across middleware, development, CRM, security, network engineering, and care operations worked on it under my coordination.
- Enterprise CSI Lead for the Wing Digital Hub and FlowOne task force with Nokia. It was a five-track get-well program: network resilience, tools and reporting, monitoring and alerting, lab and testing, issue handling. Each track had an operational owner on the DevSecOps platform team. I laid out the plan with each owner, tracked milestones, and reported progress to both companies.
- Built the WDH API Validation and Monitoring tool in 2025, a Python/Flask app. It kept a library of REST and GraphQL health checks that ran on demand or on a schedule. A failed check opened a PagerDuty incident and recovery closed it. It handled retries and token refresh and stored response times for trend and SLA reporting. Before it, engineers ran the checks by hand in Postman several times a day, about 30 minutes each time. After it, the checks took a few clicks. Change validation time fell 85%, and several major outages were caught before customers noticed. Engineering leadership circulated it as an example of improving the network and the customer experience.
- Built Tableau dashboards for MTTR and other incident and problem metrics, plus executive reporting on incident and problem performance. Leaders used them to push MTTR across IT and Engineering down about 20% year over year.
- Developed the Incident and Problem Management Workload Dashboard in Tableau in 2024. It showed open and closed incident, problem task, and RCA work in one place: incidents waiting for assignment by severity and wait time, RCA delivery against due dates, and each engineer's ticket performance against the team baseline. A sentiment and key-pharse algorithm flagged tasks that needed a leader's intervention.
- Wrote the CSI Incident Analysis process. It defined when an analysis was required (Sev1, preventable, caused by a change, awareness or restoration time more than 20% over the median, mishandled alarms, a scorecard miss), an eight-step method from data collection to elimination actions, and a results template.
- Ran a Gemba walk, a Lean practice, with Infrastructure Operations and wrote the executive summary. The action plan covered ticketing access for the incident team, incident communication templates, a team-based service catalog, automated ticket creation for failed jobs using Power Automate and Python with PagerDuty and Remedy, callout logging, and protected development time.
- Used KPI analysis to find a problem in how files moved between the business and its vendors, then put a measurable fix in place. The work earned the Continuous Improvement Award in Nov 2022.
- Presented a data analysis of business performance tied to incident and problem management as a key speaker at the Sr Director Forum, Jun 2023.

Sr Enterprise Incident and Problem Manager Feb 2017 – Jan 2021 **UScellular**

- Ran 50 to 150 major incidents a year on BMC Remedy with paging through PagerDuty. Followed every one through the problem management workflow to root cause and corrective action.
- Set up incident and problem management on ITIL practice for both Engineering and IT.
- Worked with teams across IT to spot incident trends and fix problems before they recurred, which kept reliability and customer satisfaction up.
- Built custom tooling for incident communications.

Systems Administration Analyst

UScellular

Apr 2014 – Feb 2017

- Administered the NICE call recording platform for over 1,500 contact center agents across 5 internal sites and 4 remote vendor sites: configuration, upgrades, and troubleshooting.
- Kept the recording, storage, and retrieval of call interactions within data security standards and regulatory compliance requirements.
- Improved system functionality and operational efficiency over time.

Workforce Management Analyst

UScellular

Aug 2009 – Apr 2014

- Forecast contact center demand, monitored it in real time, and built the schedules.
- Analyzed contact center metrics and adjusted staffing plans to improve service levels and customer satisfaction.

Customer Service and Technical Support Representative

UScellular

May 2009 – Aug 2009

- Resolved billing, activation, device, and network issues for wireless customers.

Contact Center Team Manager

ADT

Jan 2007 – Jan 2009

- Led a customer service team to its performance targets. Coached team members, ran training sessions, and managed performance improvement plans.
- Raised the team's customer satisfaction scores and service level metrics.

Skills

Service management: ITIL v3 · IT Service Management (ITSM) · Incident, Problem, and Change management · Major incident management · Continual Service Improvement · Process improvement · Six Sigma and Kaizen methods (applied, not certified) · Root cause analysis (RCA) · Vendor relationship management · BMC Remedy · ServiceNow · Jira and Confluence · PagerDuty

Data and analysis: Tableau · Power BI · Excel and VBA · SQL · KPI analysis · Data visualization · Business analysis · Forecasting

Engineering and automation: Python and Flask · REST and GraphQL APIs, Postman · Middleware and SMSC/MMSC integration · Custom incident-communications and API-monitoring tooling · Power Automate, Power Apps, and SharePoint automation · n8n and Zapier · LLM APIs (OpenAI, Claude) and locally hosted open models · SAP integration (familiar; UScellular ran payroll functions on SAP)

Monitoring: Dynatrace · Splunk · Grafana and Prometheus · Datadog (working knowledge)

Leadership: Stakeholder engagement · Executive communication · Cross-functional project coordination · Decision-making · Creative problem solving

Projects

Anabolix (anabolix.io): AI coaching app for serious athletes covering training, nutrition, and bloodwork, with memory of the athlete's history and advice based on their own data. React Native/Expo front end, Python or Node backend with an LLM API, Supabase/Postgres data. Built and shipped solo; live in the Apple App Store, awaiting release on Google Play.

RuoGate (ruogate.com): a store platform for research-use-only peptide vendors, designed so payment processors can read it: catalogs gated behind vendor approval of each researcher, lab paperwork shown as issued, and 37 automated checks before a store goes live.

Undernotes (undernotes.com): a searchable library of independent perfume houses (93 houses, 3,019 fragrances, 1,332 notes, 25 countries, as of Sep 2026) with browse-by-family, comparisons, and a natural-language "I want to smell like..." search. Built and maintained solo.

Education	Licenses and certifications	Honors and awards
ITT Technical Institute, Information Technology Project Management coursework	ITIL v3 Foundation Google Data Analytics	Hackathon 2024 winner, team lead, Service Impact Detection (AI network analysis tool) Far Exceeds Expectations rating, 2021, 2022, 2023, and 2024. It was the highest rating and fewer than 1% of employees received it. Exceeds Expectations performance rating, 2018, 2019, and 2020 Continuous Improvement Award, Nov 2022 Key speaker, Sr Director Forum, Jun 2023