

Zachary Rosensohn

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Customer-centered enterprise applications administrator and technical project lead with experience supporting Facilities Operations, University Planning, Design and Construction, Environmental Health and Safety, Information Technology Services, and related university business systems. Known for understanding customer needs, translating complex operational challenges into scalable technical solutions, and building forward-looking systems that improve reliability, reporting, service delivery, and decision-making. Lead hands-on administration, configuration, troubleshooting, integrations, upgrades, vendor coordination, and production support for AiM, Power BI, and related application environments. Coordinate cross-functional work with stakeholders, vendors, student workers, and ITS peers while advancing automation, documentation, modern reporting platforms, and emerging AI-assisted solutions. Bring additional leadership experience as a business co-owner with responsibility for application portfolios, vendor relationships, staff hiring and training, product delivery, secure web operations, and operational accountability.

UNIVERSITY OF CONNECTICUT

Application Administrator II | 2023–Present

- Lead technical administration of the university's AiM enterprise application and related integrations supporting Facilities Operations, University Planning, Design and Construction, and other operational partners across campus.
- Provide hands-on administration, configuration, troubleshooting, production support, access/security maintenance, testing, upgrades, reporting, and enhancements for complex enterprise application environments: resolved 200+ Service IT issues during the most recent evaluation period while contributing to multiple medium- and large-scale application projects.
- Played a key technical role in the migration of AiM from TierPoint to AWS, coordinating application URL updates, integration partner changes, VPN tunnel decommissioning, SSO, LDAP, and SMTP configuration to support a low-disruption transition.
- Automated loader and URI update processes related to AiM/AWS migration work, saving tens of hours of manual effort while improving consistency and reducing repetitive update work.
- Supported the AiM 13.4 upgrade as both application administrator and software developer, redeveloping deprecated reporting functionality and helping deliver new role-based AiM work desks with embedded dashboards, widgets, KPIs, and reports.
- Coordinate directly with AssetWorks on AiM upgrades, bug resolution, enhancements, support escalations, and system improvements to maintain and improve enterprise facilities management system operations.
- Created a scalable Power BI data delivery pattern using an on-premises gateway, shared semantic models, governed workspaces, and audience-based report distribution to meet customer reporting needs faster, improve consistency, and reduce reliance on one-off legacy reporting solutions.
- Configure and support the Power BI on-premises data gateway on Windows Server, coordinating server provisioning with the virtualization team and enabling scheduled refreshes and secure connectivity to internal and external database sources.
- Support four major Power BI workspaces for Environmental Health and Safety, University Planning, Design and Construction, Facilities Operations, and Information Technology Services, spanning 50+ reports and 35+ audiences.
- Collaborate with Facilities Operations, UPDC, Residence Life, EHS, ITS, and other stakeholders to gather requirements, translate ambiguous business needs, and deliver reporting solutions aligned with operational workflows.
- Coordinate work with a student worker, providing technical direction and aligning deliverables with departmental reporting requirements.
- Provide informal technical leadership and AI-focused training for Application Administrator peers, including practical demonstrations on how emerging tools can support application administration, troubleshooting, documentation, and service delivery.
- Presented at ITS Tech Day and facilitated peer learning on modern reporting, automation, and best-practice approaches, helping UConn staff evaluate practical use cases and apply new reporting tools within their departments.
- Maintain and enhance in-house PHP applications by modifying CodeIgniter models, controllers, views, JavaScript, SQL models, and reporting components to support evolving customer requirements.
- Built and maintained Bitbucket deployment pipelines for the UConn AiM and OTE PHP applications, including SSH configuration, repository variables, YAML deployment logic, automated backups, and branch-based deployment workflows.
- Write and execute SQL queries to support reporting, dashboard development, data validation, application troubleshooting, and operational decision-making across AiM and related data sources.
- Coordinate testing for major application and integration upgrades, including KFS, HuskyBuy, JAGGAER, GO/iOS, and AiM upgrade cycles; document results and support user acceptance testing with business leads.
- Communicate planned maintenance, unexpected downtime, status updates, technical changes, and support outcomes to functional users, vendors, and business stakeholders in clear, audience-appropriate language.
- Create and maintain administrative, functional, and technical documentation to improve knowledge transfer, support repeatability, and maintain operational consistency.
- Developed a Python-based MCP server prototype using the FastMCP framework to support AI-assisted space lookup across campus inventory, authorized DWG floor-plan downloads, organization hierarchy, research space allocation, and room/location assignment domains.

COLLEGE PLANNING PARTNERSHIPS, LLC

Co-Owner / Business Systems & Application Administrator | 2010–2023

- Co-owned and operated a service-oriented business, managing technology strategy, application administration, vendor relationships, staff training, product delivery, secure web operations, customer service workflows, and business process improvement.
- Managed a portfolio of third-party and internally developed applications from discovery through rollout, including configuration, upgrades, user permissions, vendor coordination, troubleshooting, and ongoing support.
- Hired, trained, onboarded, and supported employees and contractors; developed individual and group training materials and delivered technical training both onsite and virtually.
- Led vendor and application support relationships, submitting, tracking, documenting, and resolving system issues while ensuring technology platforms supported business operations and client service expectations.
- Deployed and maintained SSL/TLS certificates for company websites using Certbot and Let's Encrypt, supporting secure web application delivery and ongoing certificate renewal.
- Integrated business systems using APIs and automation tools across platforms including Stripe, Acuity Scheduling, Dropbox, QuickBooks, Mailchimp, Slack, Twilio, Zapier, Google Workspace, WordPress, 3CX, and Ubuntu-hosted web applications.
- Managed user permissions and application upgrades for Google Workspace, WordPress CMS, 3CX VoIP, and Ubuntu server environments hosted with Akamai/Linode.
- Queried application databases using SQL, phpMyAdmin, and SQL Workbench/J to validate data integrity, troubleshoot issues, and produce operational reporting for stakeholders.
- Defined business requirements, user stories, acceptance criteria, project timelines, task assignments, dependencies, and adoption plans for internal software and operational technology initiatives.
- Managed delivery of a custom React application with a \$150,000 project budget, coordinating customer, UX, marketing, and software development contributors to reduce internal labor by 40% and increase direct-to-customer sales by 20%.
- Developed internal communication, CRM, LMS, scheduling, SMS, and payroll-support tools that improved staff-client communication by more than 50%, increased lead follow-through by more than 15%, and reduced manual administrative work.
- Built and maintained web applications and business tools using HTML, CSS, PHP, Node.js, JavaScript, jQuery, WordPress, SQL/NoSQL databases, and Apache HTTP Server.
- Conducted build-versus-buy analyses and developed in-house software alternatives where appropriate, saving thousands of dollars annually in software subscription costs.

WELLES-TURNER MEMORIAL LIBRARY SECOND CENTURY FUND

Board Member | 2023–Present

- Serve on the board of a nonprofit fund supporting the long-term capital, educational, and community needs of Welles-Turner Memorial Library, contributing to governance, stewardship, and strategic discussions for approximately \$1.3M in managed funds.
- Participate in board-level decision-making, community engagement, fundraising awareness, and responsible oversight of resources used to support library facilities, programs, and long-term institutional needs.

THE CLARKS TRAIL RUN

Founder and Race Director | 2017–2023

- Founded and directed an annual charity trail race supporting local school enrichment and land conservation awareness.
- Coordinated municipalities, police, fire, parks and recreation, local businesses, vendors, volunteers, and support staff to deliver a safe and well-organized community event.
- Oversaw 20+ volunteers, vendors, and support personnel using detailed documentation, task coordination, and consistent communication.

TECHNICAL SKILLS

- Applications and Platforms: AiM, ReADY, Power BI, Power BI on-premises data gateway, WordPress, Google Workspace, 3CX, Jira, Confluence, Bitbucket, Bitbucket Pipelines
- Languages and Frameworks: SQL, PHP, Python, Bash, JavaScript, jQuery, HTML, CSS, Node.js, React, CodeIgniter
- Databases and Data Tools: Oracle, MySQL, SQL Workbench/J, phpMyAdmin, Power Query, semantic models, BIRT reporting
- Infrastructure and Administration: Linux, RHEL, Ubuntu, Apache HTTP Server, application access management, user/group security, firewall policy coordination, application upgrades, production support
- Integrations and Automation: Web service APIs, Boomi Associate Integration Developer Certificate, Zapier, Playwright, authenticated application integrations