

Zain Dana Harper

Public Operations | Records, Customer Service, and Field Coordination

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SUMMARY

Operations candidate with 11 years of Seattle-area field coordination plus technical customer service and documentation experience. Brings intake, scheduling, records, changing-priority coordination, safety judgment, and clear communication with customers, crews, vendors, and community stakeholders.

SKILLS

Customer service; records and documentation; intake and scheduling; estimates; field coordination; safety judgment; issue triage; process checklists; email and office workflows; Git and GitHub

EXPERIENCE

Operations and Commercial Arboriculture Lead | Family Business | Seattle Area | 2015-present

- Lead client intake, site assessment, estimates, scheduling, written proposals, customer communication, and follow-through.
- Coordinate crews and vendors while tracking priorities, safety considerations, changing site conditions, and client expectations.
- Operate in changing outdoor conditions and make clearance, movement, and property-protection judgments around people and structures.

Independent Systems Engineer | Zentropy Labs | Seattle / Remote | 2023-present

- Own planning, documentation, testing, status records, release checklists, and reviewable evidence across public software projects.
- Build repeatable workflows for intake, record provenance, task tracking, verification, and accountable follow-through.

Freelance Technical Writer and Documentation / Product Operations | Remote | 2017-present

- Produce operating instructions, implementation and support guides, proposals, release notes, and structured technical communication.
- Translate detailed requirements into clear procedures and maintain accurate written records.

Technical Networking Support, Xbox Division | Microsoft | Redmond, Washington | 2013-2014

- Diagnosed networking and console issues through phone and chat support, documented steps, and communicated status and resolution paths.

Customer Service and Cash Handling | Sonic Drive-In and Taco Bell | 2012-2015

- Performed customer-service and cash-handling work in fast-paced food-service environments.

COMMUNITY SERVICE

- Participated in PlantAmnesty community-service donation days and donated tree work at Seattle-area institutions and public spaces, including Ryther, Danny Woo Community Garden, Good Shepherd Center, and the Cass Turnbull Memorial Garden.

EDUCATION

High School Diploma | Wilsonville High School | 2013

Washington driver license