Zain Dana Harper

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Arboriculture | Field Operations | Estimating and Customer Service

Summary

Non-climbing arboriculture professional with eleven years of full-time experience turning customer requests and site conditions into realistic work scopes. Combines estimating, crew coordination, ground-based safety support, and client education with technical troubleshooting and clear operational documentation.

Core Skills

Site and hazard assessment; estimates and proposals; work planning and scheduling; ground-based tree care; rigging and clearance awareness; client education; crew and vendor coordination; arboriculture and plant-health knowledge; documentation.

Employment

Arboriculture and Field Operations | Legendary Tree

Seattle area | April 25, 2015 to June 2, 2026

- Assessed access, hazards, clearances, and work requirements before preparing estimates and proposals, giving customers clear options and crews a realistic scope to execute.
- Coordinated schedules, vendors, and crew communication; translated changes in site conditions into updates to job timing and customer expectations.
- Monitored rigging, swing paths, and clearances from the ground; alerted climbers and crew members to changing hazards so they could adjust the work sequence.
- Explained tree-care needs and practical constraints to customers, connecting technical site assessments to informed purchasing decisions and agreed work scopes.

Technical Networking Support | Stream/Convergys | 2014 to 2015

Xbox/Microsoft product contract | Wilsonville, Oregon

- Resolved Xbox connectivity problems across TCP/IP, DNS, NAT, firewalls, and routers; documented troubleshooting steps for consistent support handoffs.

Self-Directed Projects

About 13 years self-directed | Career transition began June 2026

- Built and released software tools for repeatable workflows, applying systematic troubleshooting, testing, and structured records to complex tasks.

Freelance Technical Writer | Independent projects | Began 2017

- Wrote implementation guides, API documentation, and release notes for developers and customers.

Education

High School Diploma | Wilsonville High School, Oregon | 2013