Zain Dana Harper

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Field Operations | Facilities Support | Public-Facing Service

Summary

Field-operations professional with eleven years in commercial arboriculture and prior technical support experience. Turns site observations into workable plans, coordinates crews and vendors, and explains changes clearly to customers. Brings practical safety judgment and documentation skills to grounds, facilities-support, and public-operations roles.

Core Skills

Site and hazard assessment; work planning; estimates and proposals; scheduling; crew and vendor coordination; ground-based field safety; public-facing communication; operational documentation; technical troubleshooting.

Employment

Arboriculture and Field Operations | Legendary Tree

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

- Converted customer requests and site assessments into estimates, proposals, and job scopes, giving crews clear access constraints, work requirements, and priorities.
- Coordinated schedules and handoffs between clients, crews, and vendors; kept people informed when conditions changed the timing or sequence of work.
- Supported tree-care operations from the ground by monitoring rigging, swing paths, clearances, and nearby activity; communicated hazards so crews could adapt their work.
- Explained technical findings and practical options in plain language, helping customers understand the planned work and the reasons for site-specific decisions.

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 tools and documentation for repeatable workflows; used tests, structured records, and explicit checks to make work easier to inspect and hand off.

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