



Zach Pollack

Technical Architect / Experience-Driven Systems

PERSONAL STATEMENT

Bringing together experience across customer experience, technical consulting, and operational leadership, I am a driven technical architect focused on delivering exceptional technology experiences through thoughtful design, reliable execution, and continuous improvement. I thrive in fast-paced, data-driven environments where solving complex problems requires both technical depth and strong cross-functional collaboration, translating customer needs into scalable systems that improve usability, reliability, and long-term success.

My passion for technology began early through media production and school broadcast programs, building a foundation in both technical execution and creative storytelling. Today, I apply that same builder mindset professionally and personally through smart home projects, home lab infrastructure, and advanced residential networking, supported by photography and videography skills that strengthen documentation, communication, and product storytelling.

EXPERIENCE

Technical Architect & Demo Consultant / [PowerSchool](#)

Jan 2026–Present

Lead technical discovery, solution design, and tailored product demonstrations to support sales cycles for PowerSchool's cloud and SaaS offerings. Architect and manage a large-scale AWS demo environment (~100 machines) hosting fully integrated, data-rich demo instances that replicate real district usage through automated activity simulation. Implemented core security controls, backup and recovery processes, patching/upgrade workflows, and automation systems to maintain a secure, reliable, and continuously "live" demo platform. Serve as a technical consultant for remote demo delivery (Zoom/Teams) and sales enablement resources including diagrams, slide assets, and technical visuals.

Solution Engineer / [PowerSchool](#)

Jan 2024–Jan 2026

Supported sales discovery and solution design by identifying customer needs and presenting tailored technical demos and presentations. Owned technical RFI/RFP response development (120+ annually) and served as a key resource for complex technical questions from field sales. Built sales enablement content and delivered training to support cloud hosting solutions, while developing reporting and prospecting tools that accelerated pipeline growth, increased bookings, and helped convert self-hosted customers to SaaS.



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EXPERIENCE

continued

Operations Manager, Cloud Support / [PowerSchool](#)

Jan 2022–Jan 2024

Served as a key stakeholder liaison for cloud hosting operations, addressing customer concerns around outages, performance, and policies to support retention. Partnered with Sales, Services, Support, and Cloud Operations to ensure smooth post-sale delivery and successful customer transitions. Analyzed key drivers of customer dissatisfaction and presented actionable insights to leadership, influencing process and policy improvements to strengthen the overall cloud customer experience.

Customer Success Operations Manager / [Experience.com](#)

Oct 2021–Dec 2021

Analyzed customer telemetry and program performance to optimize lifecycle strategy, timing, and engagement methods. Built scalable processes for data hygiene, compliance, and tool effectiveness, driving automation and operational efficiency while coordinating cross-functional initiatives to support customer success outcomes.

Manager, Data Ingestion / [Experience.com](#)

Jan 2021–Oct 2021

Managed daily operations for a large-scale data ingestion program, including client onboarding, vendor coordination, issue resolution, and data reporting. Supported product and engineering teams with technical consultation on enhancements and bugs, leveraging REST APIs, FTP, and AWS (Redshift, S3, EC2), while driving process improvements, documentation, and internal training.

Application Specialist, Deployment / [PowerSchool](#)

Jan 2019–Jan 2021

Partnered with director-level district administrators (10K–250K+ students) to gather requirements, configure applications, troubleshoot issues, and build custom reports. Led project planning and process improvements, including efforts to migrate back-end workflows into user-friendly graphical interfaces using SQL, Microsoft Server tools, HTML/XML, and JavaScript.

Customer Success Manager, On site / [PowerSchool](#)

May 2018–Jan 2019

Led on-site implementation and accelerated rollout of PowerSchool products for a new enterprise client. Partnered with district stakeholders to gather requirements, drive configuration/enhancements, and deliver role-based training for end users, administrators, and support staff, enabling long-term client self-sufficiency.

Experience prior to May 2018 available upon request

CORE SKILLS

Connected Home Experience Strategy • Residential Networking & Infrastructure • Cloud & Systems Architecture (AWS) • Security & Reliability Engineering • Automation & Scalable Operations • Customer Experience & Service Delivery • Technical Escalations & Incident Response • Documentation, Training, & Customer Education • Cross-Functional Leadership • Product Demonstration & Enablement • Data Integration & Reporting • Visual Storytelling (Photo/Video)

PERSONAL

INFORMATION

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