

Zachary S. Marshall
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EDUCATION

Red McCombs School of Business, University of Texas at Austin, 2022

Master of Science in Technology Commercialization – Honors

The United States Military Academy at West Point, 2008

Bachelor of Science in Electrical Engineering

EXPERIENCE

University of Texas at Austin, McCombs School of Business

Lecturer, Department of Management

2023 – PRESENT

Develop and teach elective entrepreneurship curriculum for McCombs undergraduate students on Technology Transfer and entrepreneurship.

Apple, Apple Pay

Platform Support Manager

2022 – PRESENT

Manage a team that supports global work streams with internal and external partners in the areas of platform health and support - bug tracking, reporting/analytics, physical assets, and product launch monitoring. Engage cross-functional teams to facilitate Apple Pay programs. Work side by side with partners to develop, streamline and optimize processes during launch and continue to implement post-launch. Influence decisions and organizational change through collaboration, leadership, and a customer/partner-focused approach.

Global Operations Manager, Platform Health

2020 – 2022

Responsible for managing the health across all Wallet & Apple Pay verticals to include Apple Pay Classic, Access, Transit, Car Keys, and Identity integrations. Primary workstream includes managing integration partnerships and developing metrics to monitor the health and status of the Apple Pay Platform. Also responsible for managing escalations to include executive, non-executive, and emergency escalation processes.

Mangan Software Solutions

Vice President, Operations

2019 – 2020

Responsible for leading the engineering, projects, training, and business intelligence departments. Provided support to the business development teams for all MSS software products and software services to ensure the organization's business goals were met.

Operations Manager**2016-2019**

Oversaw and directed the day-to-day activities of the organization's operations and engineering departments, ensuring that systems, services, and infrastructure were implemented. Provided guidance and leadership to the engineering department and its engineers by handling escalations, resolving user issues, and monitoring the performance of business-critical systems to prevent delays and quickly resolve ongoing issues. Lead teams that developed and implemented customer implementation projects and other engineering services.

Engineering Manager**2014-2016**

Provided day-to-day leadership and oversight of the engineering group in support of the Company's business objectives and strategic plans: coordinated engineering activities and resources around the proper execution of projects, services, and pre-sales activities. Worked with the Development Managers and Solutions Architects to ensure the quality of the products through requirements engineering, interface design, and reporting client feedback. The engineering group included Product Subject Matter Experts, Program Managers, Project Managers, Project Engineers, Trainers, and Solutions analysts/Consultants.

Project Engineer**2013 - 2014**

Bridged the boundaries between engineering and project management, leading the technical workers who contribute to the building of structures or products. Planned and organized professional projects from conception to completion. Coordinated and communicated between various areas; supervised and trained project staff as needed. Utilized engineering knowledge for project management; estimated timelines and schedules; anticipated risks and costs related to the technical aspects of the project.

United States Army**Battalion Signal Officer (S6)****2012-2013**

Advised the Commander on all aspects of communication and electronic operations. Responsible for leading, training, health, welfare, and morale of 14 Soldiers within the communications platoon. Responsible for the installation, operation, and maintenance of all Battalion communications during all operations. Exercises technical supervision over the Communications Security, request and assignment of frequencies, signal training, and readiness programs.

Company Maintenance and Logistics Officer**2010-2012**

Second in command of an Infantry and a Headquarters Company. Directly supervised ten personnel in the company commodity areas of staff, supply, arms room, training room, and chemical defense. Responsible for the operational readiness and accountability of 74 military vehicles and related combat equipment valued more than 135 million dollars. Coordinated all company operations to include training, logistics, maintenance, supply, and served as the company commander in his absence

Rifle Company Platoon Leader**2009-2010**

Responsible for training, health, safety, welfare, and discipline of a 32-man Mechanized Infantry Platoon and property accountability totaling \$20 Million of equipment and vehicles. Responsible for ensuring the platoon readiness to deploy anywhere in the world and conduct future operations.