

MATTHEW P. STEIN

<http://about.me/mathstein>
<http://www.mathstein.com>

(970) 290-2170
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PROFILE	10+ years of cumulative experience in IT and Technical Assistance roles. Detail-oriented and motivated professional able to take initiative. Reliable team player committed to education and growth.
CORE IT SKILLS	<ul style="list-style-type: none">✧ Hardware/Software installation, set-up and maintenance✧ Systems administration and troubleshooting as needed✧ Languages: HTML, JavaScript, Fortran 77; Working knowledge of C, and Perl✧ Expert Experience with the following systems:<ul style="list-style-type: none">✧ MS Windows OS✧ Unix✧ Linux✧ Macintosh OS✧ Citrix XenDesktop✧ Active Directory
EDUCATION	<p>FRONT RANGE COMMUNITY COLLEGE FORT COLLINS, CO</p> <ul style="list-style-type: none">✧ Passed 2 MSCE Courses in the spring of 2003✧ Emphasis in Computer Graphics Design and Photography <p>ROCKY MOUNTAIN HIGH SCHOOL FORT COLLINS, CO</p> <ul style="list-style-type: none">✧ Member of RMHS HTML Team for 1994-1996 / Head for 1995-1996✧ Entered RMHS Web Page in Colorado Computational Science Fair (CCSF) 1995/1996✧ Received Honorable mention in 1996 at the CCSF✧ Ignite Fort Collins July 2013 – Current<ul style="list-style-type: none">- Volunteer✧ Loveland CreatorSpace October 2013 – Current<ul style="list-style-type: none">- Founder , Member, Education/Events Coordinator✧ Association for Computing Machinery March 2013 – Current
ASSOCIATIONS AND VOLUNTEERING	
SUMMARY OF EXPERIENCE	<p>CENTER PARTNERS INC FORT COLLINS/LOVELAND, CO</p> <p>IT SYSTEMS ENGINEER I 2011-CURRENT</p> <ul style="list-style-type: none">✧ SIP server environment architecture, deployment consisting of 6 Linux servers and 4 Windows 2008 R2 servers running on HP ProLiant DL360 G7✧ Enterprise architecture and deployment of Sophos Safeguard disk and data encryption 167 clients✧ Acted as an escalation point for knowledge and expertise to the Desktop and Systems groups as needed.✧ Backup System Administrator as needed✧ Systems On-Call once every four weeks; Enterprise On-Call once every 12 weeks.✧ On-Call duties: Handling of System and Enterprise Outages, Troubleshoot applications/network outages <p><u><i>At Home Agent Project/Telecommuter Infrastructure</i></u></p> <ul style="list-style-type: none">✧ Created a custom Ubuntu 11.04 live drive image.✧ Architect, deploy, maintain a CentOS PXE boot servers for live drive images.✧ Live image used on a CentOS server to PXE boot to create the “At Home” Desktop experience for floor agents and admin.✧ Live image used on an USB drive to boot a secure desktop✧ Created custom shell scripting for multiple monitor detection, connecting to VPN at log-in, and scripting for launching scripts embedded in XML configuration file return at log-in <p>IT SENIOR TECHNICAL SUPPORT SPECIALIST 2010-2011</p> <ul style="list-style-type: none">✧ Resource bridge between Desktop Support group and Systems group✧ Responsible for technical compliance of Sarbanes Oxley and PCI DSS for Desktop Support group.✧ Built and maintain Desktop Support group servers consist of 18 servers across the enterprise.✧ Server 2003 for WSUS, Sophos AV, RIS, software deployment points✧ Ubuntu Server 10.04LTS for Nessus Security Scan✧ Junior Systems Administrator✧ Systems On-Call once every four weeks; Enterprise On-Call once every 12 weeks.✧ On-Call duties: Handling of System and Enterprise Outages, Troubleshoot applications/network outages

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SUMMARY OF EXPERIENCE (CONTINUED)

Special Projects

- ✧ Key role in deployment of Exchange 2010 Systems infrastructure and Desktop client migration
- ✧ Microsoft Active Directory Domain architecture, deployment, continued support
- ✧ Microsoft Threat Management Gateway architecture, deployment, continued support
- ✧ Troubleshoot email transport from edge to client hub servers.
- ✧ Created custom PowerShell script to create and link multi domain email accounts and join them to group lists from CSV files.

- ✧ Architect, deploy and continued support for Linux server for Osiris File integrity monitoring.
- ✧ Custom configuration deployment files for iPads in a high security area
- ✧ Created manual procedure to install security settings and Profile
- ✧ Research and made suggestions on Mobile Device Management software

IT DESKTOP SUPPORT TECHNICIAN I/2

2006-2010

- ✧ Troubleshooting Hardware and Software on Client Workstations
- ✧ Create/Maintain Active Directory Group Policies
- ✧ Deployment Hardware and Software to Client Workstations
- ✧ Maintain/Install Remote Install Services
- ✧ Built RIS images for Deployment on Client Workstations
- ✧ On-Call once every six weeks
- ✧ On-Call duties: Remove logins ex-employees; WSUS updates (Test/Production); Daily Antivirus report/maintenance; Handling of Outages
- ✧ Troubleshoot applications/network outages
- ✧ Operating systems: Windows 2000 Pro, Windows XP Pro, Windows 7, Windows 2000 Server Windows 2003, Server Windows 2008, OSX, OSi
- ✧ Service Desk Phone support duties: technical troubleshooting over the phone; issue service desk tickets

Special Projects

- ✧ Developed Center Partners first Online Job Application.
- ✧ Deployment Methods for in house job applicant Kiosk
- ✧ Deployment Avaya Queue Monitors
- ✧ Set up, trained and implemented the RFID inventory system (Stratum Global TagNet)
- ✧ Research new technology and system applications

QWEST CHOICE TV AGENT

2003-2006

- ✧ Troubleshooting Customer's Issues with the products
- ✧ Teaching the customer how to use the products and answer billing questions
- ✧ Entering detailed case notes into a database
- ✧ Take calls when there is need or all other duties have been completed

QWEST CHOICE TV TEAM LEAD

2001-2003

Member of the Online Team (2000-2001) and Email Support Team

- ✧ Perform and Present QA's on Agents 4 times a month
- ✧ Run Several Reports on a Daily/Weekly basis
- ✧ Coach Agents when need
- ✧ Approve/Disapprove Adjustments
- ✧ Review Return "Flups"

HP/ISG CDR EMAIL/RESOURCE AGENT

1999-2000

- ✧ Responsible for running the Exceptions Report as backup
- ✧ Ran the Extended Hours Report 3 times a week
- ✧ Resource for other phone agents
- ✧ Occasionally managed the phone queue
- ✧ Part of the Wildfire Project to support M820e Drive
- ✧ Helped with the E-Mail Support Beta
- ✧ Answering technical Question via E-mail.

CYBERSPACE PROMOTIONS

FORT COLLINS, CO


WEBMASTER /SYSTEMS ADMINISTRATOR

1996 – 1998

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- ✧ Layout and Design of new and revised sites.
 - ✧ HTML tagging of design layouts
 - ✧ Graphic Design
 - ✧ Daily maintenance of Linux and HP-UX servers
 - ✧ Upgrade Software to increase performance, fix bugs, and security holes
 - ✧ Install and become knowledgeable of new software or servers
 - ✧ Developed a secure proxy server for CyberCash register for a client