TRUGLOBAL

Mathew Shember

Professional Experience:

Synopsys, Inc – Automation Engineer / Administrator - May 2008 - Aug 2019
Philosophy: By driving operational efficiencies, I empower users to do great things.

14K users world-wide   **17** global sites   **+90%** more utilization   **-40** less install time

Highlights

- Developed a new process that enabled online patching of XenServer, eliminating the need for scheduled outages.
- Managed the MSDN subscription service, increasing utilization rates from 15% to 105% by reallocating cost centers to IT and eliminating the effort needed for license inventory tracking.
- Automated and streamlined the Windows LSF installation process, reducing manual install time from 45 min to 5 min, and eventually converting to full automation with Microsoft Deployment Toolkit.
- Became the subject matter expert for both Windows and Citrix in the engineering environment, providing frontline support and training, as well as writing documentation for specific technical issues.

Responsibilities

- Responsible for managing and prioritizing the needs of 14,000 users across 17 sites worldwide, as part of a small and highly efficient team.
- Collaborated with other system architects to convert Citrix XenApp to XenDesktop across the global organization.
- Effectively brought multiple Citrix environments online, providing user support for both general and secured sites.
- Acted as escalation point for troubleshooting advanced Citrix and Windows issues. Consistently earned positive scores from customers.
- Managed the Windows implementation across newly acquired subsidiaries, providing seamless migrations into the company networks.
- Enabled self-sufficiency by giving users the ability to install their own compilers and to test virtual machines.
- Managed the identification of aging hardware for the Citrix XenApp environment that were causing single points of failure; developed the plan to replace hardware with virtual machines, and migrated the servers to a virtual environment.
- Drove regular engineering Windows installations and upgrades for the company at large.
- Improved system administration by writing a script to automate Microsoft Deployment Toolkit tasks.
- Created 400+ new virtual machines using VMware ESXI, oVirt, and XenServer.
- Owned XenServer for the company at large, providing installations and upgrades, troubleshooting, and project consultation for other teams adding XenServer to their environment.
- Alpha tested Windows Univa Grid, providing feedback on functionality, missing key components, broken authentication, etc.
- Established strong working relationships with key members of multiple teams, working cross-functionally across multiple groups and offices.

Synplicity - Senior Systems Administrator   **May 1999 - May 2008**

Highlights

- Converted the company to Active Directory after perceiving it was the future path of Microsoft.
- Wrote an AV management system in Perl to address a Worm infestation on the networks.
- Responsible for writing the company's first SOX policies for IT.
- Managed anti-spam efforts, implementing solutions to reduce growing influx of spam by 95%.
- Championed automation by converting the company to DHCP and Dynamic DNS, eliminating the manual process of adding new computers to the global network.
- Negotiated a 75% price reduction for the InfoBlox Ipam device which replaced our BlueCat DNS devices. The InfoBlox devices were later used to convince Synopsys IT management to convert DNS completely to InfoBlox.

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Responsibilities
- Installed and managed an anti-virus management system which centralized control of user agents and provided a consistent configuration for all Windows computers.
- Reduced scheduled storage outages to 15 minutes by identifying and eliminating process gaps and redundant manual tasks.
- Wrote scripts with Perl and VBScript to automate and reduce administration effort.
- Managed the onsite installation of computers, servers and the network for the company's newly opened Bangalore office.
- Responsible for onsite troubleshooting of issues, and fulfilling requests, for offices in England and France.
- Identified situations where standard procedures had failed in isolating or fixing the problem, then researching and developing customized solutions.
- Established strong working relationships with key members of multiple teams, working cross-functionally across multiple groups and offices.
- Developed processes, procedures, and technical documentation for the management of IT resources.
- Provided technical support, and configuration and administration services to corporate users, as well as remote desktop support to the company's international offices and other remote users.

Expert-level Administration Capabilities

XenApp	XenServer	XenDesktop	NetScaler
PVS	XenApp	Vmware	oVirt
Windows	Linux	Active Directory	O365
MSDN	MDT	Powershell	Python
Perl	Hyper-V	Email	DHCP/DDNS
WSUS	NetApp	Cisco	Firewall

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