

703-618-6158 (cell)

## **Matthew J. Zaic**

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### ***Experience***

#### ***I.T. Support Technician II***

12/2018 – 03/2020

Blymyer Engineers, Inc.

Alameda, CA

- Apply problem-solving skills and technical knowledge to efficiently investigate, troubleshoot, and resolve software, hardware, network, server, and peripheral issues.
- Utilize excellent interpersonal and communication skills to effectively prioritize and address the I.T. needs of over 300 end users at two office locations and many worksites in the field.
- Set up, maintain, and upgrade various devices including computers (PC and Mac), tablets, cell phones (Android and Apple), VOIP, printers, etc.
- Plan and coordinate with the company's external I.T. consultant firm on larger projects and assign them tasks that can be completed remotely.
- Migrate systems from MS Exchange to hybrid Office 365.
- Deploy ESET Antivirus software company-wide to mitigate malware, adware, and other security threats.
- Monitor network status and oversee weekly backups.
- Track software licenses and I.T. equipment inventory.
- Earned one of the three annual discretionary awards granted by upper management.

#### ***I.T. Helpdesk Support Technician***

12/2016 – 12/2018

JDB Consultants → General Networks Corp.

Glendale, CA

- Provided outstanding customer service to over 25 clients using remote support tools such as LogMeIn and TeamViewer to resolve various issues in PC and Mac environments.
- Delivered courteous and professional onsite support throughout the greater Los Angeles area per scheduled maintenance and contract agreements as well as on an as-needed basis.
- Upgraded PC desktops, laptops, and tablets from Windows 7 and 8.1 operating systems to Windows 10, and Macs from Yosemite or El Capitan to Sierra OS.
- Supported and performed troubleshooting for:
  - systems running Windows 7, 8.1 and 10
  - Active Directory Domain Services and Azure Active Directory
  - MS Office 365, OneDrive, SharePoint, Outlook, Word and Excel 2016
  - cloud solutions, including Dropbox
  - printers, scanners, and other peripheral devices
- Created and administered user objects and groups proficiently within Active Directory.
- Reviewed email issues and guided users through the troubleshooting process to solve technical issues.
- Managed tickets in ConnectWise, including evaluating priorities to determine the most urgent issues and take the best course of action.

#### ***Document Retention Specialist***

01/2015 – 08/2016

Contract Services Administration Trust Fund (CSATF)

Burbank, CA

- Digitized paper records accurately by imaging them using scanning and barcoding technology.
- Verified electronic files were properly classified and validated with corresponding metadata.
- Supported end-users of enterprise content management system software and encouraged user adoption.
- Updated files, records inventory, and other relevant indexes and logs associated with retention and disposition policies, or used in other information governance functions.
- Coordinated and cataloged the transfer of records from other departments to I.T. for imaging.
- Conducted audits and reported results as directed following approved procedure.

***U.S. Customs and Border Protection (CBP) Field Technology Officer, GS-12***

12/2010 – 04/2014 Department of Homeland Security, CBP

Washington DC Metro Area

- Migrated over 400 CBP workstations from Windows XP to Windows 7 and documented the progress for each program office in Microsoft Infopath.
- Installed, configured, troubleshooted, and maintained customer hardware and software and trained staff members on a wide range of I.T. applications running on a variety of platforms.
- Diagnosed and resolved problems in response to Remedy tickets, exercising sound judgment to support various complex I.T. issues.
- Proactively identified trends and patterns in staff support needs and reported them to supervisors.
- Imaged and encrypted CBP laptops.
- Advised and trained interns on customer support policies, procedures and standards.
- Researched and compiled list of network printers in DC Metro area to prepare for agency-wide migration from Novell Distributed Print Services to Windows File and Print.
- Assigned tickets to appropriate Field Technology Officers, updated high-priority issues, and distributed 15-day ticket reports.

***U.S. Customs and Border Protection Enterprise Systems Administrator***

03/2008 – 12/2010 Base Technologies, Inc. (Contractor)

Springfield, VA

- Supplied Tivoli support for nationwide end users and Field Technology Officers across an enterprise-wide environment.
- Confirmed all Tivoli site codes were updated appropriately every 90 days with a new administrative password to ensure that current security measures were being followed in accordance with CBP policies and procedures.
- Deployed Tivoli and BigFix distributions of security patches to desktops and laptops within the CBP enterprise and validated that the distributions were successful to ensure that CBP workstations were less vulnerable to security threats.
- Verified that each new user's access to Tivoli was approved and that users were granted the appropriate level of access based on government supervisor approval to prevent it from being used to compromise the security or integrity of CBP systems.
- Executed quarterly Tivoli recertification process to ensure users' access rights were compliant with CBP Information System Security policies.
- Analyzed software deployment results and reported outcomes to Office of Information Technology (OIT) project team managers.

***U.S. Customs and Border Protection LAN Administrator***

05/2006 – 02/2008 Apogen Technologies, Inc. (Contractor)

Springfield, VA

- Ensured all policies and procedures were followed in accordance with CBP Information System Security policies and procedures when granting Novell access to end users.
- Migrated approximately 250 CBP workstations from Windows 2000 to Windows XP.
- Supported CBP end users and provided one-on-one customer service via email, telephone, and in person.
- Assisted CBP end users after the agency upgraded from Lotus Notes to Microsoft Outlook.
- Researched and collected information regarding users' LAN problems and used troubleshooting skills to resolve them.
- Backed up data from shared drives to server tapes on a weekly basis.

***Education***

George Mason University, Fairfax, VA

- B.A., History, College of Arts and Sciences

***Certifications***

Information Technology Infrastructure Library (ITILv3), September 2009

***Skills***

Windows 10/8.1/8/7/XP, Microsoft Office Suite, MS Exchange, MS Office 365, Mac OS X, LogMeIn, TeamViewer, Tivoli, CapturePerfect, Connectwise, Mantis, JIRA, Remedy, Novell, SharePoint, Big Fix