

Matt Powell

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Accomplished IT professional with over four years of leadership experience, fifteen years of IT experience, and decades of customer service experience with a focus in personnel and systems management, message control, crises, and telephony and text support channels

EDUCATION:

Pikes Peak Community College

A.G.S.

May 2005

A.A.S. in Business Management with a focus on Management

August 2005

PROFESSIONAL EXPERIENCE:

ITwerx, Seattle, WA

May 2019 – May 2021

Helpdesk Engineer

- Resolved internal and customer issues initiated by emails, phone calls, directives from management, an internal audits
- Prepared update schedules for customer equipment based on need and capacity
- Delivered computers to customer sites and configured systems to customer needs while onsite and remotely
- Customized ConnectWise environment for remote monitoring and management with scripts and other configuration
- Advised customer IT professionals extensively on matters of security, stability, scalability, and operation

NetRiver/ByteGrid, Lynnwood, WA

September 2010 – January 2017

NOC & SOC Manager

October 2012 – July 2014

- Led a team of 8 - 12 general technicians and specialists in the operation of a 40,000 sq ft data center
- Focused on customer-deliverable goals while cultivating an environment that encouraged personal development and upholding patterns of behavior that supported reliable data center operation
- Organized facility maintenance in partnership with, and with oversight over vendors in the HVAC, electrical, and fire-safety fields during long-term vacancy of the Facility Manager position
- Maintained constant communication with Fortune 500 customer to conduct maintenance in harmony with the business needs of both companies
- Collected and reported monthly performance statistics in meaningful and readable formats
- Contributed to the successful completion of audits including SOC 2, PCI, and ISO 27001
- Developed and implemented schedules for 1- and 2-on, 24/7 business coverage
- Collaborated with staff and temp agencies to ensure 24/7 coverage while accommodating staff vacation, personal, and sick leave needs
- Directed the collection and construction of comprehensive emergency procedure documentation covering even edge and exceptionally unlikely cases
- Performed all duties of Support Technician as circumstances and staff availability varied

Support Technician

September 2010 – October 2012

- Resolved concerns for hosting and colocation customers, providing remote hands and/or separately troubleshooting issues as necessary
- Monitored power, ventilation, network traffic and infrastructure, addressing issues ranging from false alarm to business-threatening crisis while isolated from leadership or support
- Installed, upgraded, migrated, and decommissioned servers and applications on servers
- Ran CAT-5, InfiniBand, fiber, 12 V comm, 120 V, and 240 V cabling throughout the data center
- Streamlined existing processes and guidelines into standardized, legible, & consistent procedures
- Documented orally transferred knowledge for continuity and efficiency purposes
- Assisted electrical, HVAC, security, and network providers with infrastructure installation and troubleshooting

PHNS, Colorado Springs, CO**September 2008 – November 2009****Tier 2 Support**

- Supported Windows & openSUSE Linux workstations, remote Windows Server sessions running on VMware, various VPN clients, a handful of SQL databases, and a seemingly never-ending collection of internally developed applications related to capturing, transmitting, processing, indexing, and delivering medical and accounting records
- Resolved technical issues for internal and external customers via telephone, remote access, and e-mail while building and sustaining strong professional relationships
- Worked with departments with widely differing maintenance and procedural requirements, recognizing and respecting distinct and unassimilated corporate cultures emerging from prior acquisitions and reorganizations
- Coordinated and directed the resolution of urgent, work-stopping issues across multiple departments and support structures using multiple channels of communication
- Shouldered support for division-wide applications and systems for which minimal or no documentation existed, developing and delivering tools and documentation to fellow team members while clarifying guidelines and preferences with division management
- Composed technical documentation for Tier 1 help desk and assisted Tier 1 team with implementation
- Advised management on purchasing and inventory decisions
- Managed time and maintained productivity while working from home and without direct supervision

T. Rowe Price, Colorado Springs, CO**October 2005 – September 2008****Institutional Investor Support****March 2007 – September 2008**

- Processed transactions and other requests for firms which sell T. Rowe Price funds or which invest in funds meant specifically for institutions
- Developed, tested, and delivered step-by-step instructions to introduce unfamiliar processes to peers, which later served as reference and training material
- Documented unique knowledge related to my role, compiled this knowledge in a highly readable form, and delivered it to ensure continuity with regards to my assigned institutions
- Improved time-to-delivery, inter-company relationships, and compliance, often by several orders of magnitude, by building strong personal and professional relationships with counterparts at other firms
- Provided effective feedback to other departments concerning the nature of my department and how other departments could best take advantage of our capabilities and capacity
- Resolved issues encountered by other companies through an understanding of both T. Rowe Price's policies and procedures and those of the other company by exploring archived documentation and transaction records
- Received recognition for exceptional service to coworkers and T. Rowe Price shareholders, initiative in problem solving, learning agility, and teamwork

Individual Investor Support**October 2005 – March 2007**

- Resolved shareholder issues related to account activities, fund & account transfers, and tax reporting
- Prepared training and reference documents for peers, refined and perfected through internal focus groups

HP, Colorado Springs, CO**March 2003 – March 2004****Tier 2 Support - Contract**

- Resolved various issues, both general and specific to Syngenta, the company supported

PC On-Site, Colorado Springs, CO**March 2002 – March 2003****On-Site Support**

- Troubleshoot and resolved PC issues involving just about any OS or application that came up, at clients' homes and places of business while adhering to customers' time, financial, and operational constraints
- Devised custom network configurations dictated by client need
- Educated clients of widely varying experience to reach goals of their own specification with lasting results
- Maintained professionalism while exemplifying good customer relations

Gateway Computers, Colorado Springs, CO

March 1998 – March 2002

Tier 2 Support (E-mail)

February 2000 – March 2002

- Simplified complicated troubleshooting procedures to allow consumers to quickly reach resolution
- Composed and maintained over 250 scripts for situations encountered through e-mail technical support
- Performed quality control on 'stock' scripts for style inconsistencies and typographical and technical errors

Tier 2 Support (Phone)

March 1998 – February 2000

- Resolved documented and undocumented issues involving Gateway home & business PCs, Windows 3.11, NT 3.5, 95, 98, NT 4.0, 2000, and ME, various versions of Office, and other applications sold by Gateway by focusing on general problem solving and employing a wide and ever-growing personal knowledge base
- Increased productivity by independently developing a comprehensive guide for a problematic OS reload; the document was enthusiastically adopted by my coworkers as an authoritative fact-sheet on the procedure
- Collaborated to develop call control methods to reduce average call time from 40 minutes to under 10 and assisted teammates to achieve a team-wide average call time of under 12 minutes

Conference Coordinator

October 1998 – May 1999

- Served as a key member of a pilot program for a revolutionary call routing and technical support environment
- Identified each caller's issue, evaluated their suitability for the conference environment, sold the caller on the conference call approach to resolving technical issues, gathered pertinent information, and delivered the call to the conference environment with a average call time under 90 seconds by sustaining a sense of urgency
- Oversaw the telecommunications environment in which all support conference calls took place, rapidly identified problems, implemented solutions, and kept superiors informed of the state of the environment
- Developed procedures and guidelines for the Technical Conference Coordinator positions, increasing process efficiency and consistency

Tier 2 Support (Conference)

October 1998 – May 1999

- Controlled conference calls of **up to 5** customers while providing resolutions to marginally related issues in a time-efficient and professional manner