

# SCOTT MATSUDA

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## **PROFESSIONAL SUMMARY:**

- Technician - NOC Technician / IT Network support
- Proficient in team management, scheduling, and maintaining professional interpersonal relations as well as customer relations
- Proficient in policy, documentation, and standard process creation
- Experience in Windows 98, XP, Vista, 7, 8, 10, 365 OS, Software, and Management Systems. (Word, Excel, PowerPoint, SharePoint, PowerShell, Active Directory, Exchange)
- Proficient in development and management frameworks such as JIRA and Salesforce
- Proficient with statistical and analytical tools for performance, auditing, and investigations
- Proficient with various monitoring equipment and systems such as ADTRAN, Nagios, TELES, T-BERD, and ADVA
- Experience using multiple programming languages to perform daily tasks in C#, JavaScript, and Python
- Experience with management and utilization of enterprise level databases. (SQL Server and DynamoDB)
- Development, setup, and review of various infrastructure and environments

## **PROFESSIONAL EXPERIENCE:**

**Locations Hawaii,**  
**June 2015 – September 2015**  
**System Administrator Assistant**

- Support network needs for company and its employees at 3 of their locations
- Troubleshoot and solve support ticket issues that were escalated. Ranging anywhere from Windows software to hardware issues.
- Monitor and verify database integrity and backups.
- General Administration responsibilities (Active Directory)

**Hawaiian Telcom,**  
**March 25th 2013 – June 15, 2014**  
**NOC Technician / IT Networking Support**

- Troubleshoot, identified, and resolved various networking issues with business customers.
- Used Fiddler as well as Cisco proprietary network testing tools
- Experience with Layer 1 and Layer 2 Networking
- Managed and maintained various monitoring equipment devices such as ADTRAN, Nagios, TELES, T-BERD, and ADVA.

- Maintained and created various quality control documents to aid process and procedure.

## **Tetris Online**

**February 13th 2011 – February 15th 2013**

### **Quality Assurance & Game Investigations Lead**

- Created documentation and checklists for QA team to test Features
- Owned features of games including Flash/Java, Browsing, UI, and Audio
- Tested functionality of flash game applications on Facebook.
- Established protocols and creating various setups (Automated Macros, Searches, and Functions) to use with Helpdesk support system.
- Managed and test Kotagent statistics gathered information for trends / problems / causes / etc.
- Created and managed JIRA databases for bug reporting in collaboration with game developers to identify and remove errors.
- Created daily report templates and checklists for QA team to use. Collected daily reports at the end of the day and compiled them into a spreadsheet to be reported to production manager.
- Created daily statistic reports on DAU, MAU, ARPDau, etc.
- Investigated any suspicious activity by creating custom SQL inquiries searching database logs. Take action accordingly.
- Established various protocols on web browser / OS testing for compatibility and troubleshoot issues.
- Managed team member's schedules to provide constant monitoring and testing of assets.

## **Avatar Reality Inc.**

**October 20th 2008 – January 14th 2011**

### **Director of Quality Assurance**

- Quality Assurance Lead & Technical Support Lead
- Evaluated and tested software programs to verify the programs functioned according to optimal specifications and industry standards.
- Identified, analyzed, and documented defects, questionable functions, errors, and inconsistencies in software program functions, outputs, online screens, and content.
- Installed, maintained, and used testing software programs
- Owned features of multiple titles including UI, Installation, Audio, Localization
- Used Python for Installer
- Responded to inquiries from users and technical support regarding functions and operations of software programs
- Established standards and procedures for program design and testing
- Recommended program improvements or revisions to programmers and system analysts.
- Reviewed computer logs and reports to identify program processing errors and possible improvements
- Coordinated testing by users and third parties
- Identified program variances from standards and suggested modifications to conform.
- Assisted users in isolating possible problems in software after implementation.

- Conducted compatibility tests with other software programs, hardware, multiple operating systems, and network environments
- Monitored program performance after implementation to prevent recurrence of program operating problems and ensure efficiency of operation
- Documented, tracked, and communicated test plans, test results, analysis, and unresolved issues
- Developed computer programs to test, track, and verify defects in software programs.
- Reviewed and contributed to software program documentation
- Debugged internal and external products
- Created macros and coding for Microsoft Excel – Database
- Maintained product library and inventory
- Scheduled projects and delegated work
- Creation, maintenance, and updating the wiki or “guide book” for development information.
- Monitored activity and problems/suggestions stated on forums both player and developer.
- Tested functionality of all blue mars online tools and installation clients.
- Maintained and organized the ticket reports via JIRA and Helpdesk.

## **EDUCATION:**

AAS Computer Science Renton Technical College (2017-2019)  
 AAS Network Technologies Renton Technical College (2015-2017)  
 United States Air Force Lackland AFB, TX (2000 – 2004)  
 Video Teleconferencing/EMT  
 Honorable Discharge April 2004

## **Certifications:**

AWS Cloud Computing and Architecture HOL  
 TestOut Security Pro  
 TestOut Linux Pro  
 TestOut Server Pro