Matthew Bradley Keebler

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**Information Technology**

Customer support and call center experience

World class technical support and troubleshooting knowledge

Extensive field support and remote work experience

Service coordination and client management experience

Windows Server and Desktop administration

Proprietary hardware and software support

FreeBSD, Linux, \*NIX administration

TCP/IP protocol networking

DNS/BIND, Firewall setup and administration

Active Directory administration

Mobile and remote connectivity

ChromeOS and Android

Macintosh / OSX / iOS installation and configuration

Google Apps administration

Microsoft Office365 and Office Suite

Hardware installation and troubleshooting

ConnectWise, ZenDesk and Remedy, ticketing systems

LabTech remote administration tools

Adobe products (Creative Suite) expertise

P.O.S. Register installation and support

WiFi router and Access Point installation and administration

Router and Switch setup, installation and administration

Audio/Video hookup and installation

Non-profit, school, medical and governmental support experience

**PHOTOGRAPHY**

Professional photography services (film & digital)

Landscape, portraiture, product, architecture and event photography

Professional post-processing, scanning and film services

Stock photography portfolio available upon request

**RETAIL**

Front desk and point of sale register till

Barista and coffee bar expertise

Mechanical shop maintenance, motorcycle delivery

Backroom and shelf stocking experience

**MISCELLANEOUS**

Marine aquarium installation, planning and maintenance

Gaming clan leader and gaming league administrator

Pet sitting and walking experience

Mandolin instrumentalist and instruction

Horticulture, gardening and landscaping expertise

**WORK HISTORY**

**Virtual IT Consulting**

Help Desk/Field Tech 5/19-3/20

Provide remote as well as on-site IT support for managed service provider. Manage support queue as well as phones during normal business hours, handle client expectations as well as scheduling tasks.

**Ultra Clean Technology**

Desktop Support Technician 1/18-5/19

Deploy and support Windows desktop systems in office and clean room environment. Administrate Active Directory and Office365, support network infrastructure and upgrades. Help development of IT processes and procedures.

**Byte Foods**

Field Operations Technician 10/16-10/17

Provide on-site software, hardware and customer support for proprietary smart food kiosks. Job tasks included managing ticket queues and priorities as well as providing input and final support for deployment and service projects. Beta testing and bug reporting for software as well as production hardware testing and feedback in field.

**Varsity Technologies**

Field Technician 3/12-4/16

Provide on-site technical support to non-profit and schools. Tasks include but are not limited to; deployment of desktop/laptop computers, deployment of wireless access points, Chromebook management, desktop software support, router/switch/firewall troubleshooting and deployment, server deployment.

Other non-technical tasks include; client management, project management, on-boarding new clients, establishing policy and procedure, communicating client needs and establishing technology growth plans

**ZipRealty**

Client Care 5/11-2/12

Provide world-class support via phone, email and in person for the real estate website. Communicate new website design and implementation features based on client input. Track and provide feedback on website bugs. Schedule break and time off requests with department. Maintain positive world-class support atmosphere within group.

**PEETS COFFEE AND TEA**

Barista 3/10-5/11

Serve drinks and pastries to customers in a high volume store. Handle cash exchanges and money tills. Also provided services needed for maintaining store, such as food and drink preparation and periodic cleaning of grinding and espresso machines.

**COLDWELL BANKER**

Help Desk 1/07-5/08

Provide support to real estate agents and offices for web-based and desktop application software. Support was mostly over phones remotely using desktop sharing software but some in-house support was provided. Job tasks included installing and supporting the following; VPN, Blackberry, Treo, wireless routers, networking, Microsoft Office desktop applications, Windows Operating Systems, removal of virus and spyware and home networking with DSL/cable routers.

**CLICKSAFETY**

Customer Support 1/06-4/06

Provide first level customer service for web-based training portal, as well as manage level two trouble ticketing system and provide office services. Office jobs included; mail, shipping/receiving, mailing certification cards, faxing, account creation, phone operator, opening business, streamlining processes. Technical jobs included; support, troubleshooting, escalations, manage level two escalations and handle internal technical issues.

**COST PLUS WORLD MARKET**

Support Services 11/04-12/05

Tasks included; providing first level support for corporate desktop PC’s software, traffic counter hardware and software, providing support for store IBM register/server systems by phone troubleshooting, support for remote distribution centers, company wide network printer system, and AS/400 mainframe administration.

**PETCO** 12/02-11/04

Store Systems Support

Provided first level of support to stores, and maintained both remote and local computer systems. Such tasks included: support store POS systems, handling escalated issues, training new employees, monitoring networks, walking stores through installation of hardware via phone, scheduling and monitoring shipping and return of parts, monitoring computer rooms and mainframe computer systems, help setup and close new or remodel stores, handle store escalated issues ranging from robbery to till variances.

**VERIO** 10/99-12/00

Technical Support

Provide high-level technical support to both customers and employees, during graveyard and daytime shifts. Main tasks included; phone and email support for web hosting and dial-up for customers on FreeBSD systems, DNS administration and general FreeBSD administration.

**VALUE NET** 6/95-7/99

Jr. System Administrator/Technical Support

Provided help for the systems administrator. Tasks included; hardware and router installation and setup, FreeBSD systems administration, software testing for production environments, handled escalation from tech support and troubleshooting office and customer hardware problems. Also provided general dial-up, ADSL, networking and web-hosting technical support for customers.