**Matthew Bassett**

(661) 817-5336

[iskoodge@gmail.com](mailto:iskoodge@gmail.com)

2921 Russell Way Unit B, Lynwood, WA 98087

**Summary of Qualifications**

**Work Experience**

**March 2018- December 2019 (Under contract to) DXC at AT&T, Bothell WA**

**Supervisor: Jacob Bryant (425)951-5242**

**Deskside Support Technician Tier 2- and Backup Team Lead**

● Troubleshooting laptops and desktops running Windows 10, 7, and Mac OS.

● Adding Machines to and resetting passwords in Active Directory.

* Repairing SCCM and running software pushes and Windows upgrades through it.

● Set up clients connection to the VPN via RSA token and Cisco Anyconnect.

● Work with Bitlocker and Checkpoint encryption.

● Have applied malware/virus remediation techniques.

● Mapped computers to, and resolved issues with the Print Release server.

● Managed workload via ServiceNow (SNOW) ticketing system.

● Troubleshooting network issues.

● Using command line to aid in troubleshooting.

● Repairing software such as DLO, Enterprise Vault, ISAM, Office 365, Office 2013, WebEX, and SCCM.

● Utilizing JAMF to configure Macs.

● Perform regular lease rolls or data migrations for clients using our in house tools, as well as Robocopy.

● Backing up and imaging both Macs and PCs.

● Configuring IOS and Android devices for integration with Mobileiron.

● Training new employees.

● Developed an in depth knowledge of AT&T corporate machines, and network.

● Running hardware and software diagnostics.

* Communicating with HP and Dell to order parts and hardware repair services.
* Understanding and applying corporate security practices.
* Working with a diverse team of IT professionals.
* Troubleshooting thinclient and VM systems.

**January, 2020 - April 2020 (Under contract to) Apex Systems at Seattle Genetics, Bothell WA**

**Supervisor: Bart Chellis (425)527-2294**

**IT Support Technician**

* Performing configuration and quality control on outgoing laptops, iPhones, and iPads.
* Troubleshooting issues on IOS and Windows 10.
* Providing a two to three hour in depth IT on-boarding orientation to senior sales representatives over the phone.
* Working with the Service Now ticketing system.
* Using Azure, Okta, Sharepoint, and 1Password.
* Working within active directory to check user accounts and change passwords.

**April 2017- February 2018 JST Properties – Lancaster CA**

**(Office and website no longer operating)**

**Supervisor/Owner: Katrina Stello**

**Office & Website Manager**

● Responsible for maintaining the website, as well as troubleshooting PC issues.

● Built the website, using the Wordpress platform.

● Managed 24 tenants over 9 locations.

● Processed monthly payments and other expenses.

● Resolved tenant issues, and established communication between them, the landlord, and service professionals.

**Education**

**Lancaster High School – 2011 Diploma**

**Antelope Valley Community College – 2017**

● Received my AAT in Philosophy.

● Completed courses in networking and network security.

**References**

* **Jacob Bryant -** Tier 2 Deskside Support Technician and IQBar lead (317)370-2454
* **John Quincy -** AT&T app support and former IQBar lead (661)917-0128
* **Zachary Quincy -** Tier 2 technician at Funko (661)886-5069
* **Daniel Nunez -** Manager at Club Muroc (661)418-4239
* **Alan Graffam -** Co-worker (951)719-5633