**Matthew Allen Susee**

IT Manager – IT Network Engineer – Systems Administrator

Tacoma, WA 98408 matthew@liberty-networks.com 253-329-7345 www.linkedin.com/in/msusee

Experienced, methodical IT expert with 16 years of extensive experience in delivering strategic leadership and coordination and scalable solutions across industries. Capacity to support all critical functions of IT operations and maximize operational efficiency.

* Equipped with in-depth business knowledge to understand the organization’s technological needs and employ solutions.
* Performance history of providing leadership and direction to the Information Technology Department to support business goals, including coordinating the implementation of the Information Technology strategic plan and complex technology program.
* Adept at providing technical direction, resolving complex design, and administering the departmental operating budget.
* Vast knowledge of current technology trends and systems with strong networking fundamentals in a fast-paced environment.
* Skilled in DHCP custom DNS integration with MAC identification security, DHCP custom single and multi-scope with failovers, DHCP installation and configuration Mesh load bandwidth saturation, and Domain Controller setup FSMO distribution/monitoring.
* Well-versed in DFR, DFRS, DNS and namespace synchronization, EdgeSync subscription, configuration, and implementation.
* Proficient in Lightweight Directory Services (LDDP) API Integration and Dynamics 365 email migrations.
* Proven ability to perform cross-forest cut migrations single handedly or as part of a team, virtualizing existing bare metal servers, managing in-house Exchange, and bringing MS365 online with very little service interruption.

**Core Skills**

IT Architecture & Security | Continuous Improvement | Strategic Direction | Core Business Systems | strong leadership| Technical Reporting | Operating Systems and Databases | Procurement Strategies | Federal Laws, Rules, and Regulations | Asset Management | Project Planning | Vendor Management | organizational | Information Processing | Budget Preparation | IT Asset Management | Process Improvement | Program Development | Procurement Strategies | Site to Site VPN | Low Voltage Electrical | Security Room Installations | CCTV | Disaster Recoveries | Domain Installations | interpersonal | Virtual Consultation | Public Cloud | Skype for Business | Audio Video Installations | Production Systems | Project Management | Scripting and Automating IT Workflows | professionalism| Internal Website Management | Internet Information Services (IIS) WordPress Platform Setups | Public and Internal DNS Record Management | Firewall Security Setup, Testing | Microsoft Teams | QuickBooks Company File Recovery | Workstation Diagnostics | Mobile Device Tracking | Data Deletion & Recovery | Strong Analytical Skills | Access Control Systems | Home Automation | Security | Leadership | Remote Management | Hyper V | Mac administration| PTT | IOS

**Technical Specialty**

***Server Software:*** Small Business Server (2008, 2011), Exchange Server (2007, 2011, 2019), Server Standard (2007, 2012, 2016, 2019) RDS, Web server, App Server, cluster server all platforms, Slackware, Linux, Lubuntu

***Operating Systems:*** MS Windows XP, Vista, Windows 7, Windows 8.1, Windows 10, DOS, OS X 10.8 thru 10.14 Majave

***Productivity/Tool/Management:*** Microsoft Office 2007, 2010, 2013, 2016, 2019, Google G-Suite Domain Management, QuickBooks, ESChat (Push-to-Talk), MaaS360, NinjaRMM, Active Directory Domain Services (ADDS, all versions), Google Cloud Platform, Mac

***Cloud-based/Computing/Automation Solution:*** ConnectWise Automate – Labtech, ConnectWise Control, OPERA Cloud PMS, Oracle MICROS Simphony, Atera, Microsoft Azure, Dynamic 365, O365, Dispatchbot, StorageCraft, VEEAM, Acronis Cloud Project, Google Cloud Platform, Zendesk, MaaS360, Cisco Webex, Skype, Teams, Zoom, GoToMeeting, Amazon Chime, Join. Me, and Adobe Connect

***Enterprise Virtualization:*** Hyper V, VMWare, Azure

***Network Security/Cybersecurity Solutions:*** WatchGuard, Meraki MX, Dell SonicWall, HP FlexNetwork, Netgear, Ubiquiti, Juniper Networks, MikroTik, Arris, HP Enterprise, Brocade, ADTRAN, Aerohive, Fortinet, Extreme Networks, TRENDnet, Belkin, Buffalo Technology, Linksys, TP-Link and Alcatel.

**Professional Work Experience**

**IT MANAGER | ATS Trans LLC, Tacoma, WA****Sept 2017 – Dec 2020**

Responsible for all virtual servers, the configuration of new virtual servers, network infrastructure upgrades, and the oversight of service delivery methods.

* Managed and maintained virtual servers, Azure Hybrid Exchange, Active Directory and Domain Services
* Directed 170+ user-in-house Exchange 2007 with migration to Exchange 2019, including installing virtual Domain controllers, Exchange 2019 with IIS, device management, building in-house Exchange server 2019 and performing a cross forest cut migration.

**Matthew Allen Susee** Page 2 of 2

**Professional Work Experience *continued***

* Managed IOS and Android devices across 150 vehicles with MaaS360 and ESChat server integration.
* Accurately installed and managed a multi-location Unifi security camera system and mesh Wi-Fi system.
* Maintained Storage Craft and Windows Server Backups, including the maintenance of Polycom IP phone system.
* Built and configured new virtual servers and workstations installed on the metal as well as upgrading network infrastructure, rack, patch panels, cabling to Cat6e company-wide four (4) buildings to address technical needs.
* Augmented in-house Exchange server 2019, performed cut migration to Dynamic O365, integrated O365 Azure Active Directory hybrid environment, configured Federated services to brand company workstations, and utilized single sign-on.
* Removed ESChat provisioned PTT on 120 vehicles and installs GPS units, including using the tracking software to create a driver scorecard and ranking system that projected to save the company by $400K per year by cutting non-revenue wait time.

**IT NETWORK ENGINEER | RHYNO Networks LLC, Auburn, WA Nov 2014 – Sept 2017**

Provided technical support to users/staff, ensuring the integrity of the high availability network infrastructure of the organization.

* Succeeded in providing remote and onsite support for 76 clients and 1K+ servers and workstations both Mac and PC.
* Rendered service for MS Server SBS2003–SBS2011 and Windows Server 2012 both VM and non-VM versions; support for Exchange versions 2007, 2010, 2013, and MS Office 365, Teams, MaaS360; field support for projects that could not be managed remotely.
* Leveraged technical expertise and industry best practices to install servers and workstations and supported software.
* Managed servers with Labtech monitoring software, including maintain service records and client issues with ConnectWise Software.
* Performed exchange migrations as required via on-site and remotely following the standard operating procedures.
* Trained to proficiently utilize eFolder, StorageCraft, MaaS360, Intermedia, Sherweb, Apple DEP, JAMF, Verizon MDM and more
* Utilized other technologies, such as Screen Connect, RDC, and other redirectors necessary for business productivity.

**IT SYSTEMS ADMINISTRATOR | KREATIVE LLC, Redmond, WA Nov 2011 – Nov 2014**

Designed, organized, modified, and supported the organization’s domain and the overall systems administration.

* Created and maintained company intranet site, including maintaining company servers both onsite and cloud based.
* Oversaw and maintained 1800K+ hosted client domains and 15K blogs and managed Cisco firewalls and switches.
* Proficiently provided system-wide backups with Shadow Protect and Image Manager, system security, and monitoring.
* Managed and maintained all workstations while providing end-user support and assistance for multiple departments.
* Purchased and deployed new software and equipment, including managing Mitel IP phone system on both 3300 and 5000 platforms.
* Maintained Google Apps for Business platform, including the associated API, and Microsoft Exchange Server 2007.

**ELECTRONICS PRODUCTION MANAGER | CExchange LLC, Carrollton, TX Feb 2010 – Nov 2011**

Employed electronics and production management techniques to manage processing schedules and production orders. Managed inventory requirements, staffing requirements, work procedures, and duty assignments within budget and time constraints.

* Led a team of 150+ hourly employees to fully achieve departmental policies, goals, objectives, and procedures.
* Developed and implemented production tracking and quality control operating procedures while performing HR-related duties, such as hiring, training, staff evaluation, staff discharge, & personnel grievances resolution in line with the Texas Workforce Guidelines.
* Managed vendor relationships, which involved eBay, RadioShack, Wirefly, Crutchfield, E-cycling, and Amazon.
* Facilitated monthly safety meetings as well as employee development and other staff/business involvement programs.

**Early Career**

**COMPUTER TESTING PRODUCTION SUPERVISOR | Dealtree Inc. – Best Buy, Flowermound, TX Nov 2006 – Feb 2010**

**IT SYSTEMS ENGINEER | Safety Services Network, Vancouver, WA June 2004 – August 2006**

**Education & Professional Development**

South Salem High School - Salem, OR

Chemeketa Community College – Network Technology Salem, Or