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Los Angeles, CA 90066

**EDUCATION**

**Santa Monica College,** Santa Monica,California

Emphasis in Information Technology

**Skills and Qualifications**

* Ten years of supporting computer and network-based infrastructures within a datacenter environment.
* Provide excellent customer and internal technical expertise across a variety of technology platforms.
* Senior knowledge of troubleshooting computer and server systems. Software and hardware support.
* Proficient with configuring operating systems, Windows 10 / Server. CentOS, Ubuntu. FreeBSD.
* Experienced with advanced storage configurations and practices, RAID, Dell, HP, LSI, Nimble, JBOD.
* Proficient with current virtualization and cloud technologies, AWS EC2, ESXI, MS Azure, Google Cloud.
* Advanced knowledge of next generation network hardware and media, 10/40/100G, SFP+, QSFP+, DWDM.
* Active knowledge of configuring network equipment. Router and switch upgrades, Juniper, Arista, Cisco.
* Experienced with various network security device platforms, Palo Alto, Juniper SRX, Cisco, PFSense.
* Proficient with network tools and testing equipment including power and environmental tools. Fluke, OTDR.
* Senior knowledge of datacenter services. Raised floor, HVAC, UPS / ATS, and BMS monitoring.
* Experienced with interpreting construction drawings, RPP Panels, low voltage data, MEP standards.
* Successful project coordination and implementation history, both alone and as a team leader.
* Outstanding organizational skills, detailed oriented, with excellent oral and written communication skills.

**Employment History**

**Coresite Realty,** Downtown Los Angeles CaliforniaNovember 2020 – Current

Datacenter Technician II

* Provide onsite technical remote hands to Coresite’s customers that include, clients. carriers, and vendors.
* Monitor, maintain, and respond to abnormal conditions across multiple campus facilities systems.
* Work with management to improve MOP directions and guidelines. Streamline daily processes.
* Interface with large power distribution and UPS systems. Running walk tests and reviewing log data.
* Engaging with backup power generators, bi-weekly run tests and log reporting procedures.
* Install and configure cutting edge technology interfaces, QSFP, SFP+, MTP /CS /LC /SC fiber media.
* Train new technicians to deploy and configure customer equipment to meet / exceed Coresite SLA.
* Participate in training programs demonstrating all aspects of cooling and environmental practices and procedures.

**Akamai Technologies,** Downtown Los Angeles CaliforniaMay 2020 – November 2020

Network infrastructure Engineer II

* Work with the Akamai Los Angeles team to troubleshoot, design, and support the Akamai deployed network.
* Focused on high density fiber network installations and troubleshooting using new hyper transport technologies.
* Work with Datacenter level hardware, HP, Dell, Cisco, Juniper, Arista, and DWDM interfaces.
* Compose highly detailed and specialized documentation of processes and reporting to senior engineers.
* Mange large scale deployments with in four datacenters in downtown Los Angeles.
* Install and configure cutting edge technology interfaces, QSFP, SFP+, MTP /CS /LC /SC media.
* Work with the Akamai Los Angeles team to troubleshoot, design, and support the Akamai deployed network.
* Train new technicians to setup and deploy equipment to meet Akamai Technologies standards

**Zenlayer,** Los Angeles California February 2019 – May 2020

Datacenter Engineer

* Provide shift based onsite support for all aspects of datacenter deployed hardware and network equipment.
* Work directly with customers to troubleshoot and resolve issues quickly and efficiently.
* Train new staff members on basic and advanced hardware administration / installation best practices.
* Create process instruction documentation to standardize reoccurring maintenance procedures.
* Maintain excellent vendor relationships with transport companies and datacenter facility staff.
* Traveling installation technician. Deploys servers and network gear in remote datacenters.
* Work with multiple teams across national and international time zones. Coordinating upgrades and service.
* Quickly developed trust through professional influence and a polished troubleshooting methodology.
* Provide high level break fix resolutions on non-standardized equipment with multiple system variances.

**Verizon,** Playa Vista California March 2014 – August 2018

Datacenter Technician II

* Maintained the hardware health of the CDN network. 7000 servers within thirteen datacenter facilities.
* Provided onsite remote assistance during deployments and equipment maintenance events.
* Erected large scale deployments in eight domestic locations and four international locations.
* Traveled to seven countries and successfully lead large scale network deployments in four of them.
* Worked directly with project management and engineering teams to coordinate upgrades and changes.
* Trained new team members on installation and configuration procedures. Dell Systems, Networking practices.
* Dell Certified Technician with extensive hands-on Juniper networking training programs completed.
* Performance award winning employee with an exceptional reputation of punctually and professionalism.

**Appnexus,** Los Angeles California                                             October 2013 - March 2014

Datacenter Technician

* Manage all aspects of the LAX datacenter for NYC based Appnexus. 3500 Machines across two locations.
* Remote employee and only person on the West coast region representing Appnexus systems support.
* Dell Certified Technician 12/2013. Work on all new Dell hardware. C Series servers / Multi-node chassis.
* Responsible for managing the LAX allocated IP space. Familiar with VLSM and IP assignments.
* Manage various routers and switches by Arista and Juniper. Strong EOS and Junos CLI administration.
* Provide excellent remote communication between myself and the NYC based support team.
* Familiar with new technologies, QSFP, LSI hardware, and high power / bandwidth environments.

**Internap,** Downtown Los Angeles California **/** Redondo Beach July 2012 – August 2013

Datacenter Engineer

* Part of the Los Angeles Datacenter Operations team hired to build out the new Redondo Beach facility.
* Supported and installed a wide variety of enterprise level hardware, Dell Systems and switches, Cisco ASR series routers and firewalls, Infinera DWDM, Aruba wireless systems, APC UPS systems, and BMS systems.
* Worked directly with the Internap System Engineering team to complete several large region-wide network upgrades spanning across multiple sites within Los Angeles and Redondo Beach.
* Worked directly with customers onsite and remotely, performing hardware maintenance and upgrades.
* Installed cross connects using various media types and technologies in 9 separate datacenters.
* Provided daily onsite support to the Managed Hosting division. Performing hardware installations and upgrades, migrations, and general server / colocation maintenance.
* Maintained an excellent trouble ticket response reputation with internet service providers and site managers.

**Akamai Technologies,** Downtown Los Angeles CaliforniaNovember 2010 – July 2012

Network infrastructure Engineer

* Manage daily operations of 3000 servers in Akamai’s flagship data center at Garland Center in downtown LA.
* Support all aspects of the Akamai deployed network. Ticket reporting, installations, and physical designs.
* Work with enterprise level hardware, HP, Dell, Cisco, Juniper, BLADE, NetApp, and DWDM interfaces.
* Deploy all equipment from installation to individual server and switch configurations.
* Install and configure cutting edge technology interfaces, SFP+. Fiber SC / LC, Optics and expansion modules.
* Work with the Akamai Los Angeles team to troubleshoot, design, and support the Akamai deployed network.
* Train new employees to setup and deploy equipment to meet Akamai Technologies standards

**Surrex Solutions,** El Segundo California                                             October 2007- June 2009

Network Administrator

* + Supported 150+ employees in 36 locations nationally, including on call support 24 hours a day.
  + Provided In house IT support to the corporate headquarters, reporting to the CEO and President directly.
  + Built out new office locations, Installed and configured Wifi systems, user workstations and network printers.
  + Maintained communication technologies. Conference room video unifying systems and document scanning.
  + Streamlined common technology processes such as on /off boarding, building access, and instruction.
  + Traveled to company events and provided pop up network locations to enable staff access to network assets.
  + Provide weekly reports directly to owner of company and IT management. Monitored hardware lifecycles

and support contracts.

**E Wireless Communications LLC,** Westwood California                                              May 2004 - June 2007

Systems Administrator / IT Manager

* + Manage all technology operations within E Wireless Corp, 40 Users, and two companies.
  + Upgraded internal network equipment and successfully implemented my own infrastructure strategy.
  + Design and deployed an Active Directory forest across three domains, introduced Group Policy to securely share information between management and employees.
  + Provide daily support to all in house staff including seven full time remote users using RDC sessions.
  + Implemented new technology. New firewall solution, backup system / disaster and recovery planning. Simplified managerial tasks such as on boarding and bi-annual employee reporting tasks.
  + Provide daily and weekly network statistic reports directly to owner of company and management.
  + Responsible for all aspects of hardware / software purchasing. Budget management and analysis.

**Behavioral Skills**

Strong problem-solving skills, attention to detail and commitment to quality.

Lifelong learner. Embraces challenges. Focused on customer success.

Excellent written and oral communication.

Quickly interpret customer needs and service requirements.

Work directly with customers under high pressure conditions while providing clear customer service.

Gains trust quickly with both internal and external management and customers.

Friendly and calm professional demeanor demonstrated through action.

**Software Proficiencies:**

Microsoft Windows 7/10

Microsoft Office, Word, Excel, Visio.

Windows Server 2008 /19 | Active Directory | Distributed File Systems.

MAC OS Mojave

Ubuntu / Server

CentOS

VMWare / ESXi

AWS/ EC2

Arista EOS

JUNOS 13+

Dell Storage Hardware certified.

JIRA, Service Now, Kasaya, Sales Force.

Adobe Premiere

Adobe Photoshop

Adobe Animate