

Katsunori Matsushita
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Deskside Support Analyst with extensive experience dealing with all levels of application and server management, with a special focus on insurance applications. Self-motivated and proactive. Experience in leading geographically diverse teams to achieve deployment, upgrade and ticket-response targets. Extensive experience troubleshooting customer problems remotely. Fluent and able to speak in Japanese.

Work Experience

April 2008 - Present

Tokio Marine Management/Tokio Marine America, New York, NY

Deskside Support Analyst (Consultant by MKG Global Technology)

- Provide advanced support for business applications and the computers they run on. Use the ServiceNow ticketing system to receive and track problem tickets, as well as handle hardware deployments, troubleshooting, and maintenance.
- Act as subject matter expert on business applications, impacting large contracts with proactive troubleshooting. Saved a multi-million dollar insurance contract that was up for renewal via troubleshooting and working with the reinsurance software's vendor.
- Ran point on and was the primary lead on a team of 7 for projects involving the primary underwriting and claims applications (**Policy Decisions, RapidSure, Insight**). Projects involved the upgrades to the application's code, new functionality deployment, and migration of these business-critical applications, allowing for the business to continue operating within regulatory requirements, develop new products, and to ensure that the applications remained up to date in respects to hardware and operating system environments.
- Daily tasks include triage and resolve problem tickets and if necessary, escalating them to other teams, working with network and engineering teams to troubleshoot issues, and interfacing with vendors to provide application troubleshooting information.
- Maintain and update documentation on troubleshooting issues .
- Be on-call for issues that arise during off-hours, and remotely troubleshoot application issues.
- Experience with weekend and holiday deployments requiring coordination with other teams on business-critical applications.

April 2006 - April 2008

Time Warner Cable, Middletown, NY

Level 3 Technical Support Agent

- Providing Level 3 technical support via phone to TWC Cable Internet customers and technicians in the field covering the south-eastern New York state including New York City and Bergen County, New Jersey.
- Troubleshoot Internet and wireless connectivity issues on various home computer operating systems, tracking tickets and scheduling appointments with field technicians for line issues.

October 2005

Synergy Management Group, East Stroudsburg, PA

Information Technology Consultant

- Plan and implement an office-wide scheme of user groups with varying levels of access to a network fileshare in a Windows Workgroup environment.

September 2005

Oratory School of Summit NJ, Summit, NJ

Information Technology Consultant

- Assisted in the migration of all school students and faculty to new machines.

Skills

Server OSes: Windows(2003/2008/2012), RHEL 5, 6.5, 7. Lifecycle and Maintenance

Business Applications: Multiple years of experience supporting and maintaining financial and insurance related applications such as Policy Decisions, RapidSure, Insight, PTE Financial, Report2Web, IBM Cognos, and CA Autosys.

Desktop Support: Windows XP, complex problem resolution, ongoing Maintenance of hardware, Application and OS maintenance and troubleshooting.

Ticketing Systems -Altiris, FootPrints, ServiceNow ticketing system.

Helpdesk and support experience: Good listening skills and explaining processes and procedures to non-technical users to resolve their issues via phone and remote access (VNC, Jabber, WebEx). Troubleshooting experience with over a dozen insurance and banking applications.

TCP/IP:

Technical knowledge of **TCP/IP**, Cisco routers, Network Topology, and both **DHCP** and Static IP addressing. I understand how DHCP leases and IP pools function and how subnets are managed, by switches as well as by the DHCP server.

DNS:

Technical knowledge of **DNS** protocol and architecture, troubleshooting DNS issues between

Anti-Virus:

Server OS: Windows 2000/XP/7/10, Windows Server 2000/2003/2008, RedHat Enterprise Linux 5

Hardware: HP/Dell desktops, Ricoh and Canon scanner/copier/printers, Cisco router/switch.

Desktop Software:MS Office 2003/2007/2010, Visio, Outlook, Active Directory, VMware, Citrix, Symantec Endpoint Protection, McAfee, Ghost, Altiris, Wireshark.

Networking:TCP/IP, DHCP, DNS

EDUCATION:

Rochester Institute of Technology, Rochester, NY

Year of graduation: June 2005

Degree: B.S. in Information Technology