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Matthew Petersen

Objective

To achieve a challenging career in computers and networking.

Work experience

April 2006 - May 2016   **1800Contacts**   (801) 924-9800
66 E Wadsworth park drive Draper, UT 84020
Helpdesk:
Current position:

- Provide end user support for systems, telecomm, applications, and services

- Monitor and report on systems up time.

- Maintain, deploy, and rebuild desktops, laptops, and printers. Onsite and at remote sites.

- Troubleshoot and maintain in-house imaging solution

- Responsible for inventory tracking, repairs and order status.

- Wrote and maintained documentation on server settings, passwords, application owner, function, and repairs.

July 1995 – April 2006   **Alorica Inc**   (801) 907-3000
8285 W 3500 S Magna, UT 84044
Network Systems Analyst:
Position:

- Build, Trouble shoot, and maintain data center servers, Exchange, IIS, SAN, network connectivity, cable management, onsite as well as remote Locations..

- Build, Trouble shoot, and maintain desktops, fax, print servers, tape library, routing, onsite as well as at the collocation.

- Manage user accounts, mailboxes, shares, and other network resources for 3200 users over 4 locations.

- Cabling (RJ45/RJ11) and Fiber, Patch Panel setup and testing.

- Excellent knowledge of Windows XP, 2000 Server, 2003 Server and Professional, Windows NT Server and Terminal Server, Windows ME, 98, 95, Windows CE

- Maintain workstation Images, updates, and software deployment using Group Policy, SUS, Ghost, and Scripting.

- Setup and configured Microsoft Windows Servers (NT, 2000, 2003) for Domain Controllers, WINS, DHCP, DNS, Exchange (2003 and 5.5), File services, application services, reporting, backups, SQL, and IIS.

- Wrote and maintained documentation on server settings, account, and routing.

Past Experience with Alorica:

- Provided senior level support for NEC Commercial Computers, and US Robotics communications equipment. Servicing IT professionals, and providing end-to-end solutions.

- Dealt with specific customer needs that called for in-depth experience.

- Created training material and instructed classes on networking, communications technology, and peripherals.

- Advanced setup and configuration of networking, Hand-Held, and communication equipment.

- Extensive knowledge of desktop and laptop hardware and software.

- Quality Assurance Team member. Ensuring every level of support was able to provide the best possible service.
- Compiled data on high replacement rate components, and provided solutions to improve quality.

Education and Certifications

1994 – 1995   Salt Lake Community College Murray, Utah

Attended classes centering on Mathematics, Computer Science, Biology, and Botany.

Maintained a 3.65 grade point average.

A+ Certificate (1995)

Graduated Cyprus High school 1994

Awards Received

- <u>Employee of the Month:</u> For outstanding work and dedication. *Sept. 1997. Packard Bell / NEC*
- <u>Employee of the Month</u>: Two consecutive months in a row after hire date for outstanding performance. *May 1995. UPS*