Matthew Anthony Jimenez

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Dear Hiring Manager,

I am writing to express my interest in the opportunity at Information and Technology Services (ITS) at the University of Michigan. With over a decade of technical experience and a strong foundation in both Data Science and Cybersecurity through Correlation One's DS4A and CS4A programs, I am excited by the chance to contribute to an organization that empowers students, faculty, researchers, and staff through innovative digital solutions and seamless support.

My career has been shaped by a passion for technology and a deep commitment to service. From my work in Help Desk and MSP environments to my recent roles in access management and permission-based requests, I have built a reputation for problem-solving, adaptability, and collaborative spirit. I thrive in environments where learning and teaching go hand-in-hand, and I am eager to bring this mindset to the ITS team to support the university's mission of leadership in teaching, learning, and research.

I am particularly drawn to ITS's dedication to creating cohesive digital experiences and fostering university-wide innovation. I believe that my technical background, coupled with my experience in both analytics and security, positions me well to support and enhance the technology infrastructure that underpins the university community.

Thank you for considering my application. I would welcome the opportunity to further discuss how my skills and experience align with the goals of your organization.

Sincerely,

Matthew A. Jimenez

Matthew Anthony Jimenez

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IT SUPPORT SPECIALIST – CYBERSECURITY FOCUS

- Over 10 years of technical support experience in enterprise and MSP environments.
- Proficient in Microsoft 365 administration, Exchange Online, Teams, SharePoint, and hybrid environments.
- Skilled in Active Directory management, user access control, and PowerShell automation.
- Fluent in Spanish, with strong communication and documentation abilities.

Skills

Technical & Tools

- Azure Infrastructure Management, GPO Configuration and Windows Server, PowerShell Automation (IAM / M365), Microsoft 365 apps & Administration, Active Directory & Azure AD, Cloud Migration Support, OS X, Windows, Server, iOS, Android, Microsoft 365, Windows & Server OS, Atlassian Suite (Jira, Confluence, Bitbucket), Cybersecurity tools proficiency, scripting basics, Networking and protocols.

Soft Skills & Strengths

- Mentorship & Cross-Team Leadership, IT Workflow Automation, Customer service excellence, Meticulous and detail-oriented, Strong organizational skills, Outstanding people skills, Excellent communication abilities, Problem-solving mindset, Documentation and reporting accuracy, Project and time management, Conflict and issue resolution, Fluent in Spanish (read, write, speak).

CAREER HIGHLIGHTS

Streamlined user lifecycle management through automated PowerShell scripts.

Delivered Tier II/III support for Microsoft 365, ensuring minimal downtime.

Managed security group permissions and compliance across departments.

Resolved complex hardware, software, and network issues on-site and remotely.

Experience

IT Field Analyst HFHS (via S3)   Novi, MI | Dec 2024—Present

- Administered user life-cycle management via Active Directory and O365.
- Automated identity tasks using PowerShell and Server remote access.
- Supported users via ServiceNOW, calling users while resolving issues during operational hours.
- Maintained compliance with HIPPA, following the roles guided principles and ensuring all items are secure

IT Security Analyst – Allied Universal (via Robert Half)   May 2023 – June 2025

- Managed user accounts and access in AD and Office 365
- Automated provisioning tasks with PowerShell
- Maintained security compliance and documentation

Sr. End User Support Specialist – Rivian   May 2021 – Feb 2023

- Supported Microsoft 365 and device setups
- Handled AD tasks and technical troubleshooting
- Created user guides and resolved tickets in ServiceNow

T1 Support Engineer – Integritek   June 2019 – Mar 2021

- Provided Tier 1 support and AD account management
- Resolved hardware/software issues on-site and remotely

L1 Service Desk Analyst – Taco Bell Corp.   Aug 2017 – June 2019

- Delivered first-line tech support and managed high call volumes

Computer Support Engineer – Pricon Enterprise Technologies   Oct 2014 – Aug 2017

- Supported Windows/Office environments and handled on-site troubleshooting

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Education & Certifications

- Cybersecurity Content Creator Program (C1) – Completed 2024
- CompTIA Security+ (CE) – Issued 2023
- Cybersecurity for All Program (C1) – Completed 2022
- Mayfield College - Computer Support Technician - Completed 2015
- Cathedral City High School - Completed 2007