

# Matthew Anthony Jimenez

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## SUMMARY

Experienced IT professional with over 10 years in enterprise and MSP environments, with a recent focus on Tier II/III support in messaging and collaboration technologies. Proficient in Microsoft 365 administration, Exchange Online, Teams, and SharePoint troubleshooting across hybrid environments. Strong background in user access management, scripting, and automation with PowerShell, delivering clear documentation and high-level support to stakeholders. Fluent in Spanish.

## Skills

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Technical & Tools	Soft Skills & Strengths
Fluent in Spanish (read, write, speak)	Customer service excellence
Networking and protocols	Meticulous and detail-oriented
OS X · Windows · iOS · Android	Strong organizational skills
Microsoft 365 · Windows & Server OS	Outstanding people skills
Atlassian Suite (Jira, Confluence, Bitbucket)	Excellent communication abilities
TryHackMe · Hack The Box (HTB) · CTF platforms	Problem-solving mindset
Cybersecurity tools proficiency	Documentation and reporting accuracy
PowerShell & scripting basics	Project and time management
Experience with Office applications	Conflict and issue resolution

## Experience

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## IT Security Analyst (Contract via Robert Half) – Allied Universal

*Location: Remote | May 2023—June 2025*

- Administered user life-cycle management via **Active Directory (ADUC)** and **Office 365 Admin Center**, including account creation, group membership updates, security group management, and guest access.
- Automated identity and access tasks using **PowerShell**, such as hardware account disablement, security group modifications, OU placements, and script-driven user provisioning.
- Managed shared mailboxes, distribution lists, forwarding rules, and OneDrive access through **Office 365** and **Exchange Online**.
- Utilized **SailPoint** for identity governance and access automation, ensuring accurate and timely provisioning and deprovisioning.
- Supported operations and user administration using platforms such as **WinTeam** (via Parallels), **Orchid** (weapons access control), **Verian**, and **Smartsheet**.
- Collaborated across departments to ensure proper permission assignments and compliance with internal security policies.
- Created and maintained documentation using **Microsoft Word**, **Excel (CSV/XLSX)**, and **Outlook**, supporting process standardization and audit readiness.

## Sr. End User Support Specialist

*Rivian – Plymouth, MI | May 2021—Feb 2023*

- Provided end-user support for Microsoft 365 suite, including license assignments, initial setup of Exchange mailboxes, and troubleshooting for Outlook, Teams, and SharePoint.
- Managed user accounts via **Active Directory**, handling password resets, profile adjustments, distribution list updates, security group assignments, and email contact creation.
- Delivered technical support across **Windows 10/11**, **macOS**, local/network printers, and a wide range of peripheral devices, including replacements and procurement.
- Supported initial setup and configuration of **iOS/Android BYOD devices** and guided users through upgrades and connectivity issues.
- Delivered remote and on-site support for internal users, including technical troubleshooting and software assistance via **Service Now live chat**.
- Resolved issues with remote work and productivity tools such as **Zoom**, **Autodesk**, **SolidWorks**, **Tableau**, **Slack**, and **Atlassian (Jira/Confluence)**.
- Created, edited, and closed **ServiceNow tickets**, escalating issues when needed and maintaining clear documentation for repeatable solutions.

- Authored and maintained support documentation, technical guides, and standard operating procedures (SOPs) within **ServiceNow**.
- Mapped and troubleshot **network drives**, virtual environments, and internal applications supported by Rivian.
- Provided technical guidance to non-technical staff and ensured clear communication on troubleshooting steps and issue resolution.
- Contributed to **Atlassian** page/project creation and management; demonstrated awareness of **SOX compliance** requirements in daily operations.

## **T1 Support Engineer**

*Integritek – Covina, CA | June 2019—Mar 2021*

- Delivered Tier 1 technical support to local and remote clients via **ConnectWise** ticketing system, including call handling, ticket triage, escalation, and resolution.
- Provided end-user support for **Windows 10**, **Microsoft Office 365**, local/network printers, and a wide variety of hardware and peripheral devices.
- Managed user accounts via **Active Directory (ADUC)**, including password resets, account updates, and access control.
- Performed on-site visits to client locations for in-depth hardware/software troubleshooting and resolution of escalated issues.
- Installed, configured, and upgraded software and hardware on desktops, laptops, and **iOS/Android** government-issued mobile devices.
- Assisted users with remote work tools including **Zoom**, **GoToMeeting**, **Webex**, and **GoToWebinar**.
- Mapped, removed, and troubleshot **network drives** and resolved related connectivity issues.
- Quoted parts and coordinated hardware replacements for client environments.
- Followed SLAs and Help Desk metrics to ensure timely, high-quality support.
- Created and maintained technical tickets, documentation, and escalations within **ConnectWise**, supporting both internal and external workflows.

## **Key Accomplishments:**

- Significantly improved communication and client satisfaction through proactive support and relationship building.
- Exceeded expectations during quarterly performance reviews, recognized for reliability and consistency.

## **L1 Service Desk Analyst**

*Taco Bell Corp. – Irvine, CA | Aug 2017 – June 2019*

- Provided remote first-line technical support for hardware, software, and network-related issues across **LAN/WAN** systems, resolving 90% of issues via phone and 10% through email/chat.
- Diagnosed and resolved issues using basic operating system commands, offering real-time support for escalated technical problems.
- Performed remote dial-ins to troubleshoot and resolve user issues, ensuring minimal downtime and fast resolutions.
- Installed, modified, and repaired software and hardware, guiding users through step-by-step procedures for peripheral setups.
- Monitored and managed ticket queues, conducted outbound follow-ups, and prioritized tasks under minimal supervision to meet service-level deadlines critical to field operations.
- Coordinated with third-party vendors to dispatch technicians and confirm resolution of broadband and hardware failures.
- Handled high-call volumes with professionalism, de-escalating confrontational calls and maintaining service excellence under pressure.

## **Computer Support Engineer**

*Pricon Enterprise Technologies – Anaheim, CA | Oct 2014 – Aug 2017*

- Provided in-person and remote technical support for **Windows 7/10, Office 365**, local/network printers, and a wide range of software and hardware issues.
- Managed user accounts via **Active Directory (ADUC)**, including account maintenance, access control, and troubleshooting.
- Handled initial setup, configuration, and upgrades of government-issued **iOS/Android** devices for secure deployment.
- Installed, configured, diagnosed, and repaired a wide variety of desktop systems, mobile devices, and peripheral equipment.
- Supported remote collaboration platforms such as **Zoom, GoToMeeting, Webex**, and **GoToWebinar**.
- Created, modified, and closed work orders while escalating unresolved issues to senior technicians or system administrators.
- Mapped, removed, and troubleshot **network drives** and connectivity issues across diverse environments.
- Coordinated with vendors to order and replace hardware components, ensuring timely delivery and installation.
- Traveled to client sites to fulfill setup requests, project rollouts, and on-site support work orders.

## Customer Support Experience

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*Various Roles / Cathedral City, Rancho Mirage, and Palm Springs, CA / 2005 – 2014*

Held multiple customer-facing roles in fast-paced food service and retail environments, including **Baskin-Robbins**, **RadioShack**, **Mission Hills Country Club**, and **Las Casuelas Terraza**. Responsibilities included front-line customer support, upselling and product guidance, table service, bartending, hosting, and assisting cross-functional teams during high-volume events. Developed strong interpersonal skills, adaptability, and a polished, service-oriented approach that laid the foundation for my people-first mindset in IT and technical roles.

## Education & Certifications

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**C1 – Cybersecurity Content Creator / TA (Cont. Ed.)** *May 2023 – Oct 2024*

Completed Cybersecurity Content Creator program; supported curriculum development, project management, and QA of instructional materials in collaboration with content and technical teams.

**CompTIA Security+ (CE)** *Issued Feb 2023*

Certified in core cybersecurity concepts with emphasis on network security, risk mitigation, and real-world threat analysis.

**C1 – Cybersecurity for All Program** *Completed Nov 2022*

Hands-on training in cybersecurity fundamentals, including threat detection, incident response, and vulnerability management.

**C1 – Data Science & Programming** *Completed Aug 2021*

Built skills in Python, data visualization, and machine learning; applied statistical methods to real datasets through collaborative projects.

**Computer Systems Tech (CST License)** *Mayfield College – Cathedral City, CA / July '14*

**General Educational Development (GED)** *Cathedral City High School / July 2007*