

Manager, IT Infrastructure Manager, IT Infrastructure Manager, IT Infrastructure Murietta CA Service oriented, experienced and knowledgeable technologist offering in-depth understanding of IT systems, infrastructure, high level service and support. Works well in high pressure, fast paced environments. Detail oriented problem solver looking to lend himself to a company and team that matches my drive and determination to accomplish our goals. Authorized to work in the US for any employer

Work Experience Manager, IT Infrastructure Saban Capital Group - Los Angeles, CA July 2016 to July 2018 Responsible for overseeing technical and managerial aspects of the Infrastructure team. Day to day management in a wide variety of systems and equipment. o Including but not limited to, Active Directory, BES, On-premise Exchange, Office 365, Barracuda Spam Firewall, DNS, DHCP, Group Policy, Mitel VoIP, Cisco Telepresence, Juniper switches and firewalls, Help Desk Manager Saban Capital Group - Los Angeles, CA September 2010 to July 2016

Oversaw the development, implementation and administration of all help desk policies Managed and mentored a technical support team of 3, to support roughly 150 users. Supporting in office, home office, and satellite offices worldwide. Drastically improved end user experience by implementing ServiceNow help desk system. Previous support system was simple email request. Provided top notch, white glove support for all C level leadership. Including remote, and home office support.

Network Administrator Starving Students - Los Angeles, CA July 2009 to September 2010 Provided Desktop support for 36 branch offices and 100 users in house. Configured and managed users in Active Directory, Rackspace, Shoreware director. Education Associate in Music Education Harper College - Palatine, IL Associate in Computer Networking Systems ITT Technical Institute - Culver City, CA Skills LAN/WAN, VIRTUAL MACHINE, WAN ARCHITECTURE, EXCHANGE, VOIP, SERVER SUPPORT, MS OFFICE, VIDEO CONFERENCING, IMAGING, LAN, MAC, ARCHITECTURE, ASSET MANAGEMENT, TRAINING, Migration, Data Center, Cisco Links <https://www.linkedin.com/in/matthew-schulz-28544171/>

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