Matthew S. Hocker

SYSTEM ADMINISTRATOR · HELP DESK

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Summary

s a professional Technical Support specialist, I have substantial help desk and production environment experience along with a long track record of consistent Network Administration success with various small to large scale businesses. My areas of expertise include, MS Products and Suites, UNIX, SQL, HTML, Visual Studio, reporting and ticketing procedures, along with cloud computing, document management and SharePoint Administration. I am experienced in static and dynamic testing methods, and can implement application installations, upgrades, support functions, as well as writing, maintaining, and complying with current knowledge based articles. I am an excellent team player, who can also lead by example through dedicated servant leadership.

Skills

Experience

Gravit Digital
Bellingham, WA

WEB PROGRAMMER
November 2017 - Present

- Script Programming
- Updates
- Writing Drupal Modules

BizNex IT Management
Bellingham, WA

SYSTEM ADMINISTRATOR
August 2017 - Present

- Break/Fix Issue Management
- Virus removal, clean-up, Windows management, Updates
- Updates for Windows, Windows Server, Software deployment

Kelly IT Services
Bellingham, WA

REPLENISHMENT TECHNICIAN
March 2016 - May 2016

- Laptop and Computer replacing, Dells specifically.
- Virus removal, clean-up, reinstallation of operating systems, and data recovery.
- Used Dell KACE tools for re-imaging and software deployment.

Blair's Repair
Bellingham, WA

COMPUTER TECHNICIAN
August 2014 - April 2016

- Laptop and Computer hardware repair, all makes and models.
- Virus removal, clean-up, reinstallation of operating systems, and data recovery.
- Windows 7 and 8 troubleshooting. Mac OS troubleshooting.
- Troubleshooting and setup of Networks including Wireless systems.

St. Joseph Health
Orange, CA

Report Programmer
March 2011 - November 2013

- Created and edited MEDITECH NPR Reports.
- Data extraction out of SQL to Excel.
- Created reports from SQL 2008 using SQL Server Reporting Services.
- Used HP/Unix for integration / messaging services running on Java.

Blair's Repair
Bellingham, WA

Computer Technician
October 2009 - March 2011

- Laptop and Computer hardware repair, all makes and models. Virus removal, clean-up, reinstallation of operating systems, and data recovery. Setup ticketing system on CentOS Unix/Linux.

Allscripts-Misys
South Burlington, VT

HL7/Interface Developer
March 2007 - May 2009

- HL7 and upgrading/customizing interfaces for Allscripts EMR with GE ConnectR.
- SQL 2005 and 2000.
- Wrote custom VBscript. Experience with developing a SharePoint site.
- Used excellent customer service skills.
- Experience with GE Imagelink.

Technical Connection
Essex Junction, VT

UNIX Analyst
February 2005 - February 2007

- Worked at IBM Global Services on team supporting AIX and Linux servers running the manufacturing line. As part of a team of UNIX professionals I maintained, made system changes, installed upgrades, supported users, documented procedures, wrote scripts, and worked in various shells. I was on 24/7 support and I made sure all the computers ran as expected.

Education

Sehome High School
Bellingham, WA

High School Diploma
1997

- Earned a High School Diploma