Joel Matson

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Professional Systems Administrator with MCSE and AWS Cloud Practitioner certifications, strong troubleshooting and collaboration skills in Production environments. Multi-industry experience in healthcare and financial services. Passion for providing support, excited about continuous learning and implementing of emerging technologies.

**Professional Experience­­­­**

**Certifications**

**Amazon Web Services Cloud Practitioner,** 2020

**­­­­MCSE,** 1999

**Wells Fargo**

Systems Support Analyst (October 2018 – Present)

* Support emBTRUST and eOriginal applications, working with vendors and end users in test and production environments, troubleshooting issues and accessibility.
* Implementing all facets of an archiving solution in emBTRUST, including server provisioning, installation, configuration, troubleshooting and performing test runs in preparation for production deployments.
* Part of a highly publicized eVault pilot with eOriginal, with clients Tesla Motors, CarMax, BofA, implementing a Single Sign On solution, using Agile methodologies.
* Create automation workflows, datasets, administer users, respond to incident requests for data using SQL queries.
* Thorough documentation of processes, procedures, installations and configurations.
* Respond quickly to application outages and issues related to availability.

**Anthem/Decare Dental**

Systems Administrator (December 2017 – June 2018)

* Sole server administrator of the Decare Dental domain, supporting over 1900 Windows and Linux servers, ESXi hosts and Virtual desktops.
* Led several projects involving upgrading of enterprise applications, and collaborated with application, database, and security teams to troubleshoot application issues.
* Worked ServiceNow incidents and change control, performed Veeam restores, server and network monitoring,
* Built Windows and Linux servers using templates, and followed and enhanced build processes.
* Datacenter maintenance and support as needed, very thorough documentation of processes, procedures, and software installations.
* Administered Crystal Reports and Wired Contact applications, setup users, modified permissions.
* Participated in real-life onsite disaster recovery.

**United Health Group/Optum Technologies**

Systems Administrator (October 2008 – July 2017)

* Enterprise-wide support of VMWare Vsphere ESXi, Windows, and Linux servers. UCS and HP hardware infrastructure. Dell and IBM hardware on occasion.
* Rotating primary monitoring and 24x7 oncall duties as requested, involving high impact warroom collaborations handling high priority issues.
* Rotating secondary maintenance tasks, such as ServiceNow incidents and change control, backup troubleshooting and restores, diskspace monitoring, and client Service Requests, including IaaS/PaaS.
* Various project work, including transition of new UCS hardware into the environment, support transition of company acquisitions, and ad hoc projects as needed.
* Training and mentoring of new hires as needed.
* Obtained NAC security clearance for the support of the Tricare environment.

**Allianz Life**

Systems Administrator (July 2008 – September 2008)

* Contract involving racking and setup of new HP servers during setup of new facility.

**Ameriprise Financial**

Systems Administrator (August 2006 – January 2008)

* Long-term contract assisting in the separation between Ameriprise and American Express networks involving steady-state server support of Dell, HP and IBM servers while achieving Service Levels for server up-times
* Involved with every aspect of server life-cycle including Builds, QA and turnover, patching, hardware maintenance and monitoring, change processes, data backup and restore, and decommission procedures
* Active Directory administration including Group Policy implementation, configuration of file and folder-level NTFS security permissions
* Influential in the successful rollout of Connect Direct secure FTP project
* Oncall rotation and involvement in Day 700 Projects as needed
* Proactively maintained server hardware by monitoring systems and acting on incidents during pre-failure stage

**Technical Skills:**

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| --- | --- |
| Operating Systems   * Windows Server 2012/2008/2003 (20 years) * VMWare Vsphere/ESXi 5.0 – 6.0 (10 years) | * RedHat/CentOS Linux 7 (1 year) * Mac OS X (1 year) |
| Network Platforms   * SAN Technologies * WiFi/LAN Technologies * NAS appliances | * F5 Loadbalancers * Cisco Routers and Switches * Infoblox DNS / IPAM |
| Software / Applications   * SQL Server Management Studio * HPE Application Lifecycle Management * JIRA / Confluence * Internet Information Services * AppDynamics * SAML / SiteMinder / OKTA * Sharepoint * Venafi / SSL Certificates * SQL Server Reporting Services | * Microsoft Excel * SaaS / PaaS / IaaS­ * Amazon Web Services * PRTG Network Monitor  Github  * Jenkins * Azure * Docker / Kubernetes * SQL Server Implementation Services |

**Community Involvement**

**Habitat for Humanity**, 2009-2016

**Education**

**Bachelor’s Degree**, Business Administration

Concordia College, Moorhead, MN