

Matthew Gioia

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Objective Career advancement through a challenging, experience oriented position that takes advantage of my unique problem solving and personal skills as well as fulfills my desire to earn added responsibility and advance within an organization.

Career History & Accomplishments

Coordinator, Computer Classrooms and Labs

St. Louis Community College (11/18/2005 - Present)

- Met with department managers to establish communication with the departments I would be serving
- Met with campus leadership continuously to learn about and help shape policy
- Established routine communication with the 7 departments and supervisors I work with via monthly newsletters to keep them abreast of ongoing projects and shifts in organizational policy
- Completed previously unresolved projects within a month of hire
- Resolved inventory discrepancies and streamlined maintenance and distribution of hardware
- Reorganized areas to promote good classroom habits, enforce policies and protect equipment
- Created metrics to interpret computer and printer usage in conjunction with other departments
- Created documentation to promote new equipment and services and trained staff and students on new equipment and technologies at departmental events
- Recruited and hired 3 lab workers and maintained schedules
- Aggressively sought ways to save money
 - Reused a stock of out of warranty equipment for several projects while keeping back spare equipment for future repairs
 - Hired federal work-study students to free up funds in the departmental budget
 - Policed printing activities to cut down on wasteful printing habits

Computer Services Technician II

St. Louis Community College (10/16/2002 - 11/17/2005)

- Promoted to the Network Team within 3 months of hire
- Installed and configured Cisco Catalyst 3500, 3750, 4000 and 6500 series switches
- Tracked network anomalies by collating data from IDS, SNMP, syslog and packet captures
 - Stopped a virus outbreak within 30 minutes of a rogue laptop plugging into the network
 - Discovered and stopped improperly configured servers on remote campuses probing inappropriate networks
 - Discovered and shut down rogue access points connected to the network
- Led wireless infrastructure deployment including layer 3 mobility using Cisco Aironet 1230 APs, Wireless Domain Services, Wireless LAN Services Module, Wireless LAN Solution Engine
- Briefed management on issues such as network events, technology advances and product research and gave interpretations to help shape responses and policy
- Documented infrastructure, processes and disaster recovery procedures
- Supervised the transition to a pay-per-print system for Library Services
- Developed and executed a cross-campus resource and infrastructure move
 - Planned the physical move of network core and server infrastructure
 - Assisted in the design and creation of the new server farm
 - Plan successfully eliminated operational downtime
- Attended Cisco Networkers 2005 in Las Vegas, NV and attended classes in troubleshooting PIX, IDS, Catalyst 6000 Series, Catalyst 4000 series, and advanced topics in LMS 2.5

Education **Bachelor of Science, Computer Science** Coursework emphasis in networking
DePaul University, Chicago IL

Skills

- Project management and documentation; problem solving and investigation
- Cisco Catalyst 3500XL 3750 4000 series and 6500 series switches, IPS 4250 5.0.1 IOS configuration
- CiscoWorks LMS 2.5 VMS 2.3, Ethereal, Sniffer, NGenius RTM
- Microsoft Windows XP, Windows 2000, Server 2003, Office 2003, Norton GhostCast
