

PERSONAL INFORMATION

Matthew Dunn

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SUMMARY OF QUALIFICATIONS

- Able to work independently and as a team to find solutions to complex problems.
- Working knowledge of the common applications and system configurations for OSX, Windows 7-10, Windows Server 2019 and Linux(Redhat, CentOS, Ubuntu)
- Scripting and Automation: Python, Powershell, Bash and Ansible
- Virtual Server Setup and Management: VmWare , Hyper-V, SCOM, SCCM and SCVMM, Azure and Amazon Web Services (AWS)
- Directory Services: Active Directory Setup and Configuration
- Network Configuration: ARP, NAT, IP, Firewalls(IPTables, Cisco, Watchguard, Sonicwall)

WORK EXPERIENCE

Engineer, Boeing Employee Credit Union (BECU,) Tukwila, Wa 2017-2019

- Management of Desktop Team, comprising of around 8 members.
- Desktop Design Team, Vetting Hardware and Software for production use
- Tier III Support for both Desktop and Service Desk teams
- Disaster and Emergency Planning

Information Technology, HomeStreet Bank, Seattle, Wa 2016

- End-user technical support and deployment of Windows 7
- SCCM auditing, deployment and management of end users
- Powershell scripting

Information Technology, Benaroya Research Institute at VM, Seattle, Wa 2013-2015

- Hyper-V, Vmware, Windows and Linux server virtualization, deployment and monitoring
- Exchange administration and end user configuration
- End-user technical support and deployment of Windows 7-10, Mac and Linux OS
- Lync Server 2013/Skype for Business, setup and support
- SCOM setup, configuration, deployment and management
- SCCM setup, configuration, deployment and management of end user updates
- Powershell, Python and Ansible automation and scripting

Owner and Operator of 2fix.us, Seattle, Wa 2010-2013

- Setup and Management of 24x7x365 CentOS servers, running multiple Virtual, Domain Name(DNS) and IP based hosting
- Setup and Management of common running services HTTPD(HTTP/HTTPS), E-Mail with Greylisting, FTP, SFTP, SSH, SMS, WML(XHTML), BIND(DNS) and SQUID Proxy. Setup and Management of real time and blacklisting security services
- LAMP(Linux, Apache, MySql , PHP) based web design and implementation for client sites

Information Technology, Responza, LLC. Seattle, Wa 2010

- 24x7x365 Server management of small to medium sized business IT Departments
- Virtual Support of IT based network systems: Zenith, Nagios, Cacti, RDP, VNC
- On-site installation and support of windows and linux servers
- P2V of existing servers to ESXi and Hyper-V
- Microsoft Exchange server administration and Linux integration

On Site and Lab Technician, A1 Best Computer, Seattle, Wa 2008-2009

- Management of computer repair business and on-site clients
- Personal, phone, and email based customer service
- Troubleshooting, repair and installation of common networked and computer based systems, including OSX, Windows and Linux
- On site computer and network repair and installation
- Web site design and maintenance

Technical Support, Broadmoor Golf Club, Seattle, Wa 2006-2007

- User level technical support and installation for club and pro shop
- Off-site peer-to-peer wireless broadband antenna installation and setup
- Network support and installations

Customer and Technical Support, Peopleware, Bellevue, Wa 2005

- 24x7x365 call center for worldwide technical support, ability to communicate to a wide range of people from different cultures and countries from around the globe
- Ability to juggle multiple tickets, email, phone, tasks and assignments while working in a fast paced call center
- Employee Customer Service and Support for staff computers

EDUCATION

Washington State University, Pullman: 1997 - 2000

- Undergraduate curriculum in Computer Science