Matayla Lewis

503.724.7284   linkedin.com/in/mataylalewis   m@mataylalewis.com

EXPERIENCE

Lytics, Inc. – Portland, OR

Technical Support Engineer
May 2022 – March 2023

Provided both Tier 3 and Tier 4 support receiving internal escalations from customer engineers and external support requests directly from administrators and technical solution partners providing advanced support for existing customers at a SaaS customer data platform for marketers as part of a team embedded in engineering. Supported third-party integrations including Azure, Okta, Iterable, and Hubspot. Provided advanced REST API technical support, reviewed advanced cloud platform logs, utilized Git to collaborate on deployments, provided system administrator level oversight, configured SSO portals, and utilized CLI API tools to manage full account lifecycle.

Skill Highlights: Managing integrations including Azure, updating documentation, REST API CLI troubleshooting, SSO configuration, cloud platform management and logging, Git, Shell scripting, Grafana, handling incidents, updating tickets, and patch management

Portland State University (Office of Information Technology) – Portland, OR

Helpdesk Lead (Tier 1 Supervisor)
Apr 2018 – Apr 2022

Managed operations of all Tier 1 employees (up to 65 technicians) who provided frontline technical support for the entire university. Helped ensure all university information technology followed ITIL standards and best practices. Negotiated SLAs with supported populations and helped ensure support provided met all customer expectations. Monitored service metrics, redesigned service delivery processes, led strategic planning to improve existing infrastructure, coordinated onsite moves, managed remote teams, provided individualized coaching, set key performance indicators, and administered Atlassian Jira Service Desk, Jira, and Confluence.

Helpdesk Consultant II (Tier 2)
Aug 2017 – Apr 2018

Received escalations from Tier 1 technicians for advanced technical problems including administration of Google Workspace, Office 365, and Active Directory. Suggested updates to documentation and conducted training. Developed custom PowerShell scripts for client management. Monitored endpoint network security using Splunk and McAfee Enterprise. Performed business process analysis.

Skill Highlights: Team management, Atlassian administration, ITIL compliance, endpoint troubleshooting, KPI setting, training, documentation, escalation support, SLA negotiation, device management (JAMF, SCCM), Powershell scripting, Splunk, McAfee, Microsoft Defender Antivirus, business process analysis, strategic planning, and service redesign

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University of Nebraska-Lincoln (Information Technology Services) – Lincoln, NE

> **Help Center Associate** (Tier 2)
> Aug 2013 - Jul 2017
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> Managed student employee teams and conducted employee training. Provided advanced escalation support for Microsoft Office 365, Azure, and Active Directory Provided on-demand premium support to SLA represented populations. Managed large volume of devices through JAMF or SCCM configuration managers to manage Mac OS, iOS, and Microsoft Windows devices. Monitored network infrastructure to identify security vulnerabilities using Splunk and other tools, helped implement enterprise best practices, supported innovative learning communities, managed LMS tools including Canvas, and deployed devices. Maintained up-to-date understanding of enterprise device management, cybersecurity, and endpoint management tools.
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> *Skill Highlights:* Microsoft Office 365, Active Directory, and Azure administration, assisting with migration to O365 from Exchange, endpoint management and software distribution using client management tools (KACE, JAMF, SCCM), SLA compliance, escalation support, device deployment (Dell, HP, Apple), malware remediation, and relationship development

Affiliated Computer Services, a Xerox company (AppleCare Support) - Portland, OR

> **AppleCare Senior Advisor (Tier 2)**
> Oct 2009 - Oct 2011
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> **AppleCare Advisor (Tier 1)**
> Oct 2008 - Oct 2009

CERTIFICATIONS

ITIL 4 Foundation (2020) | **ITIL 3 Foundation** (2018) | **Business Process Analysis** (2018) | **PSU HR Manager Basics** (2018) | **Emotional Intelligence** (2017)| **Administering Microsoft SCCM** (2014)| **JAMF Essentials** (2014)| **Dell Systems Expert** (2014)| **AppleCare Expert** (2009)

EDUCATION

University of Missouri-Saint Louis - St. Louis, MO
> Degree: *Bachelor of Interdisciplinary Studies*, 2009

Portland State University (College of Urban & Public Affairs) - Portland, OR (2011-2013)
> *Completed all Political Science requirements for Master's of Science but thesis (ABT).*

Tufts University (Institute for the Environment) - Boston, MA (2003)
> *Attended River Institute Environmental Education & Leadership Internship Program.*

University of Illinois Springfield (Capital Scholars) - Springfield, IL (2002-2005)
> *Completed requirements of Capital Scholars Honors Program between 2002 and 2005.*