Jubin Mathew

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Education

Stony Brook University   **Stony Brook, NY**
BS in Information Systems   Expected December 2024
Specialization in System & Network Administration
Relevant Coursework: Systems Administration, Scripting Languages, Database Design and Practice, Technical Communications, Introduction to Network Administration

Work Experience

Stony Brook University - Division of Information Technology   **Stony Brook, NY**
Client Support Assistant Student Manager & Lead Student Technician   August 2023 - Current
- Managed technical support services for students and faculty, coordinating programs like the Laptop Loaner Program, which distributed laptops to over 700 students per semester
- Facilitated the transition of the Laptop Loaner Program from traditional imaging methods to Intune Autopilot, decreasing time to deployment by 75% and aligning with updated system security and operational standards
- Coordinated the consolidation of two IT teams (~140 members), streamlining workflows and enhancing collaboration
- Provided hands-on technical support through field visits and service desk operations, resolving hardware and software issues efficiently to improve user satisfaction and reduce downtime
- Acted as a primary point of escalation for technical issues, resolving complex problems and ensuring minimal disruption to academic and administrative operations
- Designed and deployed automation solutions using Python and Google Apps Script, reducing response times by up to 70% and optimizing inventory management

Stony Brook University - Campus Residences   **Stony Brook, NY**
Resident Assistant   August 2022 - Current
- Mentored and supported 30+ first-year students per year, offering resources for academic and personal challenges to foster a conducive learning environment
- Collaborated with university administrators to implement safety protocols, including emergency responses impacting over 350 residents
- Leveraged organizational skills to manage inventory and optimize processes for community events and facilities

Stony Brook University - Division of Information Technology   **Stony Brook, NY**
SINC Site Sr Consultant   August 2022 - August 2023
- Delivered technical support for over 2,000+ users in high-traffic environments, resolving hardware/software issues, including printing services and Brightspace navigation
- Conducted proactive maintenance of 8 computer labs, ensuring optimal performance and compliance with university standards
- Documented system issues and developed action plans to prevent recurrence, improving user satisfaction and reducing downtime

Projects

- **Streamlined Laptop Return Processing**: Developed a solution integrating Google Forms, Google Spaces and TeamDynamix API, reducing processing time by 70% and enhancing efficiency in hardware returns
- **Custom Label Printer Interface**: Built a Python-based tool for inventory labeling, improving accuracy and tracking for 2,000+ assets, including laptops and peripherals

Skills

- **Operating Systems**: Windows 10 & 11, MacOS & Linux basics
- **Programming**: Proficient in Python and JavaScript; experienced with automation, data manipulation, and user interface design
- **Software Tools**:
  - Advanced: Google Workspace, Microsoft Office Suite (Excel, Word, PowerPoint)
  - ITSM Platforms: TeamDynamix & Cherwell Service Management for ticketing, workflows, and asset management
  - Remote Connectivity: Proficient in troubleshooting and supporting remote connectivity solutions, including GlobalProtect VPN, ensuring secure and reliable access for end-users
- **Networking**: Working knowledge of essential networking principles and troubleshooting techniques
- **Technical Troubleshooting**: Skilled in identifying and resolving hardware, software, and network issues to maintain system functionality and minimize downtime