

MATTHEW IVANCIC

DESKTOP SYSTEMS ENGINEER

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Profile Experienced IT Professional looking to apply existing skills to more challenging engineering roles, and develop new competencies using cutting edge technology to create innovative and creative solutions to problems.

<i>Technical skills</i>	Powershell	Networking	Kubernetes
	Python	Git	MEMCM
	Terraform	AWS	Windows 7/10/Mac OSX/Ubuntu

Experience **DRW** December 2021-Present
Desktop Systems Engineer
Provided white-glove service to partners and C-level executives of DRW, a 1200 person HFT firm; automated processes using Powershell; assisted in the implementation of Patch My PC, a 3rd party software patching orchestration program

PPM America June 2018-November 2021
Desktop Engineer - Febraury 2020-November 2021
Provided Tier 2/3 support to the employees of PPM America, a 260-person financial services firm; served as the SME for MEMCM; packaged applications for deployment, monitored and remediated monthly patching cycles; implemented Patch My PC from scratch; remediated Code Reds using Qualys in conjunction with the security team

Desktop Analyst - June 2018-February 2020
Provided Tier 1/2 support to the employees of PPM America; created, implemented, and automated processes to streamline the onbaording of new employees; served as the Knowledge Manager, where I performed a full audit of enterprise applications to ensure CIs were both complete and current

Republic Services December 2014-June 2018
Help Desk, Tier 1
Provided Tier 1 desktop support remotely over the phone; supported various new hardware and software initiatives

Education

Illinois Institute of Technology - Chicago, IL

Bachelors of Science in Biology, 2014

Projects

Cloud Resume Challenge

Created a static website hosted via S3 utilizing Route53-hosted DNS records and Cloudfront distribution. Configured a lambda function called by an API Gateway-generated API to host a visitor counter. Automated deployment and testing using Cypress, Terraform, and Github actions. (You're viewing the final product right now!)

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Visits: 5
