
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.

Technical skills

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 support to C-level executives and partners of DRW, a 1200-person HFT firm

Automated processes using Powershell, such as automating the preparation of kiosk laptops for use in large-scale on-site candidate coding interviews

Performed deep analysis of faulty systems using a Grafana-based historical logging system

Collaborated with database admins as part of a project to update Microsoft Dynamics Great Plains

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

Led new infrastructure initiatives in relation to MEMCM; deployed a CMG, configured our existing SCCM environment for Co-Management with Intune

Implemented and maintained Patch My PC, a 3rd party solutiong for the orchestration of 3rd party software updates

Remediated security vulnerabilities in conjunction with our security team using Qualys such as PrintNightmare

Desktop Analyst - June 2018-February 2020

Provided Tier 1/2 support to the employees of PPM America

Created, implemented, and automated processes relating to the onboarding and offboarding of employees

Served as the Knowledge Manager, where I conducted a full audit of enterprise applications, working with application owners to ensure CIs were up to date

Republic Services December 2014-June 2018

Help Desk, Tier 1

Provided Tier 1 desktop support over the phone

Supported various new hardware and software initiatives

Collaborated on the Knowledge Management team to compose articles documenting best practices, as well as auditing existing best articles for accuracy

Awards and Certifications

Cisco Certified Specialist - Enterprise Core

Cisco CCNA

AWS Certified Cloud Practitioner

ITIL Foundations

Eagle Scout

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 testing using Cypress and Terraform, created an automated development pipeline using Terraform and Github actions. (You're viewing the final product right now!)
