
MATTHEW IVANCIC

DESKTOP SYSTEMS ENGINEER

Download PDF

matthew.ivancic91@gmail.com
(708) 280-3030

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 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

*Certifications
and
Distinctions*

Cisco Certified Specialist-Enterprise Core
Cisco CCNA
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!)
