Matthew Gill

matthew@mgill.net | 815.718.2824 | Dixon, IL

Objective

To secure a position that will allow me to exercise and expand upon my current abilities and knowledge-set within the information technology industry.

Qualifications

Team player with a positive attitude possessing the ability to work independently. Multiple individual accolades and organization-wide MVP award based on both technical and personable skill sets. 6+ years in the IT field, responsibilities ranging from helpdesk technician, and server administrator to network development, and project management. Team player providing support for both the administrative and medical departments, including management, accounting, and GE Biomedical. Ability to work independently with vendors. Administration of all printing-related functions, redundant server implementations, and interfacing with vendors. Hardware/software experience with Windows, Mac, servers, and phone systems. Hands on management and organizational design of complex IT solutions, IT documentation, disaster recovery, and project management.

Skills

Active Directory, Group Policy, DNS, DHCP, FTP, Server installation and configuration, RADIUS Authentication via NPS server, Siemens Soarian (specializing in OMS), Wyse thin-client use and configuration, Virtualization, ESX, Terminal Services, Networking technology, Cisco networking equipment (wired/wireless), Routing, Watchguard firewall, Cabling/Infrastructure, VPN and BOVPN tunneling, Redundancy, Software configuration, Mac, Windows XP, 7, 8, 2003 Server, 2008 R2 Server, 2012 Server, Exchange, IIS, Troubleshooting, Project coordination, and Customer Relations.

Experience

Information Systems Technician   Katherine Shaw Bethea Hospital – Dixon, IL   2008-2013

- Team member supporting medical-grade equipment and software at an 84 bed acute care hospital, and nine care facilities housing multiple specialized medical services.
- Directed and involved in complete managed print services transition, including research, implementation, and training of both users and support team.
- Ability to learn, adopt, and train on medical systems in a time and cost-effective manner.
- Connection of fiber equipment between satellite clinics and primary facility.
- Automated backups of switch configurations utilizing [prog name].

Student Helpdesk Technician   Northern Illinois University – Dekalb, IL   2006-2008

- Student and Faculty support for both software and hardware related issues.
- Engaged and tracked issues with responsibility for timely documentation, escalation and resolution.
- Met and exceeded high service demands.

Education

Northern Illinois University, DeKalb, IL

B.A. in Philosophy, Psychology (Minor), Magna Cum Laude, Honors, Ethics Certification

Outstanding performance throughout educational career including state and national recognition for excellence as an Illinois State Scholar achieving an ACT score of 31.