
Matthew Lopez

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EDUCATION

DePaul University

Bachelor of Arts in Computing; Concentration: Information Technology

TECHNICAL SKILLS

Windows Server: 2008, 2012, 2016; DNS, DHCP, Active Directory, MS Exchange

Operating Systems: Windows, Mac OSX, Linux, Android, Apple iOS

Networks: Amazon Web Services, Cloud Computing, TCP/IP, Routing, Network Security, Kaseya, G-Suite, Fortinet

Languages: HTML, CSS, Python, AppleScript, Bash Scripting, T-SQL

Applications: Microsoft Office Suite, Adobe Creative Suite, MS Dynamics SL

PROFESSIONAL EXPERIENCE

888 Digital

Systems Administrator

June 2017 - Present

- Troubleshooting and resolution of end user workstation and software issues using remote agents and VPN
- Calibration of all Windows systems and applied configurations using remote agents as well as administer all users in remote offices using RDP
- Performed Active Directory tasks for users, groups, organizational units and computer objects
- Migrated office to VoIP phone system and managed all phones and systems
- SQL Server administration and troubleshooting of the SQL server database using SQL Sentry
- Robust expertise of relational databases and the impact of memory usage when implementing procedures
- Strong knowledge of Microsoft SSRS and created reports used by C Suite to make cost analysis on products
- Created dynamic workflow order system for warehouse employees to pick orders based on item location
- Responsible for the training of all new employees on internal systems at remote locations and in office
- Planned and executed hybrid migration of internal servers to Microsoft Azure
- Operational knowledge of accounting systems and modules in MS Dynamics SL

Imagination Publishing, Chicago, Illinois

IT Administrator

July 2015 - June 2017

- Network troubleshooting of Layer 2/Layer 3 switches (HP)
- Access Point configuration for WPA-2 Enterprise level on all Fortinet AP units in office Primary administrator of G-Suite
- Completed new office setup for Washington DC satellite office (office layout setup, calculating cost, and the organizing of all vendors for contractual work)
- Amazon Web Services configuration for DevOps environment VMWare configuration setup of hypervisors for virtualization
- Setup of a small wireless IPv6 network for development testing
- Created a backup domain controller on Amazon Web Services for migration

YJT SOLUTIONS, Chicago, Illinois

Support Analyst I

April 2015 – July 2015

- Troubleshoot and verification of backups using Dell AppAssure and Symantec BackupExec
- Documented and updated Knowledge Base articles of proprietary systems based on experience and feedback
- Communicated all updates to clients via phone or email and performed Active Directory tasks for users, groups, organizational units and computer objects

UNITED STATES NAVY, USS George Washington

Honorable Discharge

June 2005 - July 2009