Matthew R. Hopkins

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Professional Objective

To secure a deployment engineering role that will allow me to utilize my technical background, as well as my proven analytical strategic thinking ability and effective communication skills. I am seeking employment that will challenge my abilities and provide opportunities for growth and advancement.

Certifications

Microsoft Certified IT Professional (MCITP) Enterprise Administrator
Microsoft Certified IT Professional (MCITP) Server Administrator
Microsoft Certified Systems Engineer (MCSE)
Microsoft Certified Systems Administrator (MCSA)
Microsoft Certified Professional (MCP)
Microsoft Certified Technology Specialist (MCTS)
ITIL V3 Foundation in IT Service Management
CompTIA A+
Apple Certified Support Professional

Technical Qualifications

Applications and Skills:

Microsoft Azure
Microsoft IIS
Active Directory
Group Policy
Microsoft Office 365
Microsoft SQL Server
Version Control (Git, Bitbucket, TeamCity, Octopus Deploy)
DNS (Big F5, CloudFlare)
Microsoft Visual Studio
Windows PowerShell
Atlassian JIRA
Adobe Creative Cloud (Acrobat, Illustrator, InDesign, Photoshop)

Operating Systems:

Microsoft Windows Server 2016/2012/2008/2003
Microsoft Windows 10/8/7/Vista/XP
Mac OS X

Education

Bachelor of Science in Business Administration

University of Colorado Boulder
Emphasis in Marketing
December 2005

Certification Training

LeaderQuest
Centennial, Colorado
MCITP, MCSE, ITIL, and A+ Certifications
November 2010

The Art Institute of Colorado
Denver, Colorado
Apple Certified Support Professional Certification
August 2008

Professional Experience

Anchor Network Solutions, Denver, Colorado
April 2016 – Present
Service Desk Engineer

One North Interactive, Chicago, Illinois
June 2015 – February 2016
Technical Support Engineer
- Primary technical support contact for employees and contractors during office move
- Support for employee workstations and phones, internal company networks, software, hardware, and internal web applications
- Administration and access control of internal technology tools, including Group Policy, Active Directory, Microsoft Office 365, MDM, Atlassian JIRA, Mac OS X, Microsoft Windows and Windows Server
- Internal technology documentation and training for employees and contractors
- Skype for Business IP phone setup and support
- Testing of new and updated software and hardware prior to company-wide rollouts
- Custom system imaging and deployment
- System backups and restores
- Volume activation management with VAMT
- Employee onboarding and offboarding (hardware, software, and account access)
- Automation of common tasks via Task Scheduler and PowerShell
- On-call critical network access support

One North Interactive, Chicago, Illinois
August 2012 – June 2015
Associate Deployment Engineer
- Completed QA and production environment migration from physical datacenters to cloud-based Microsoft Azure platform
- Responsible for the setup, configuration, and ongoing monitoring and support of One North Interactive production web application and database servers, custom applications, and websites
- Windows 2003/2008/2012 Server/Advanced Server administration
- Microsoft SQL Server 2005/2008/2012 administration
- System Security
- Microsoft IIS administration
- .NET application installation and configuration
- Application problem isolation and debugging
- Custom application & website migration & installation
- Assisting the application development and QA teams with application builds, versioning and migration management (Git, BitBucket, TeamCity, Octopus Deploy)
- On-call support rotation
- Internal and external DNS configuration
- File system management via DFSR and SFTP
- Automation of common tasks via Task Scheduler and PowerShell
- Web Application Firewall management
- Disaster Recovery environment setup across geographical regions

Hubbard One, Chicago, Illinois
August 2011 – August 2012
Associate Deployment Engineer
- Responsible for the setup, configuration, and ongoing monitoring and support of Hubbard One production web application and database servers, custom applications, and websites
- Windows 2000/2003/2008 Server/Advanced Server administration
- Microsoft IIS administration
- Microsoft SQL Server 2000/2005/2008 administration
- NET application installation and configuration
- Application problem isolation and debugging
- Custom application & website migration & installation