

# Matthew VerLee

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## **FLEET FINANCIAL, Englewood, Colorado**

*Junior Systems/Network Administrator* | Jun 2015 - Nov 2016

- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Inspect equipment and read order sheets to prepare for delivery to users.
- Modify and customize commercial programs for internal needs.

## **A SIMPLE SOLUTION, Denver, Colorado**

*Systems/Network Administrator* | Jun 2010 - Present

- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Configure, monitor, and maintain email applications or virus protection software.
- Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Load computer tapes and disks, and install software and printer paper or forms.
- Design, configure, and test computer hardware, networking software and operating system software.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.

new technologies.

- Analyze equipment performance records to determine the need for repair or replacement.
- Implement and provide technical support for voice services and equipment, such as private branch exchange, voice mail system, and telecom system.
- Maintain an inventory of parts for emergency repairs.
- Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.
- Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.
- Train people in computer system use.
- Coordinate with vendors and with company personnel to facilitate purchases.
- Perform routine network startup and shutdown procedures, and maintain control records.
- Maintain logs related to network functions, as well as maintenance and repair records.

## **EDUCATION**

### **COLORADO MESA UNIVERSITY, Grand, Colorado**

*Bachelor of Science - Computer Science Candidate, Expected graduation, May 2019*

### **COLORADO MESA UNIVERSITY, Grand Junction, Colorado**

*Bachelor of Science - Biological Sciences Candidate, Expected graduation, May 2019*

## **ADDITIONAL SKILLS**

- Web Development - HTML, CSS, PHP
- Application Development - Python, C, C#, C++
- Operating Systems - Windows XP/Vista/7/8/10, MacOS X, Debian, Ubuntu
- Networking - TCP/IP, DNS, Ethernet, WiFi, LAN/WAN, Port Forwarding, Firewalls, DHCP, Redundancy/Failover, Network Architecture
- Software - MS Office, Adobe Photoshop, Active Directory, Exchange, Office365, Remote Desktop, ConnectWise, Visual Studio, Visual Studio Code, Wireshark, Apache/NGINX, MYSQL, Git
- Scripting - Bash, Python
- DevOps - Server management/maintenance, Alerts/monitoring, Allocation of resources
- Data - Data Recovery, Data Destruction, RAID, Redundancy, Backups
- Hardware - Home/Workstation/Server Hardware, Network Cabling, Connectivity Troubleshooting, Hardware Replacement/Upgrade
- Exceptional interpersonal and communication skills
- Outstanding time-management skills
- Willingness to learn and grow

- CompTIA A+, 2016
- CompTIA Network+, 2017
- CompTIA Server+, 2017
- LPI Linux Essentials, 2017
- FEMA Certification, 2018
- MIT Python Certificate, 2018
- Cisco CCNA, Expected 2019

#### **SOFTWARE**

- Sugarwish - April 2018 - Present - Sugarwish, Inc. (Denver, CO) - Tracks and manages internal inventory through the use of an application and barcodes.
- J3Copy - November 2016 - Present - J3 Engineering Consultants, Inc. (Denver, CO) - Syncs files and documents between office locations automatically using a simple Windows application.