Matthew Marlowe

Vice President at RCP Management Company

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Summary

Broadly-experienced IT professional with technical, business development and management experience. Seeks challenging and fast-paced environment with opportunity for complex solution development. Excellent manager and trainer. Customer service is primary focus.

Experience

Vice President at RCP Management Company

January 2013 - Present (11 months)

Information Technology Officer at RCP Management Company

June 2010 - December 2012 (2 years 7 months)

Tier 4 Deployment Engineer at Comverse

March 2008 - June 2010 (2 years 4 months)

3 recommendations available upon request

Production Support & Systems Engineer II at Vonage Holdings

August 2007 - March 2008 (8 months)

Stage and prepare applications for deployment to production systems, including the development of standardized installation and deployment instructions and procedures.

Execute software deployments, including installation, validation, testing, and communication to internal technical groups regarding the status of deployments.

Work closely with diverse internal departments to analyze and resolve issues as well as suggesting new processes to improve applications.

Responsible for investigating, and resolving production issues or escalating to various departments on a system wide level.

Contribute to team documentation of all deployment and support procedures.

Use scripting/coding skills to build monitoring, administration, and reporting tools.

Performs and assists group members in performing root cause and risk analysis of production issues.

Prepares and presents status and technical reports as required.

5 recommendations available upon request

Production Support & Systems Engineer I at   Vonage Holdings

February 2007 - August 2007 (7 months)

Execute software deployments, including installation, validation, testing, and communication to internal technical groups regarding the status of deployments.

Responsible for investigating, and resolving production issues or escalating to next level engineer or various departments on a system wide level.

Contribute to team documentation of all deployment and support procedures.

Monitor ticket queue and resolve technical operations issues.

2 recommendations available upon request

Application Systems Administrator at   Vonage Holdings

May 2006 - February 2007 (10 months)

Install, test and support multiple application systems and databases in development and production environments on servers.

Work with other IT teams in ongoing design, testing and support of business application system needs.

Troubleshoot day to day database and related application issues.

Assist in security of databases and applications to ensure accurate and appropriate use of resources and data.

Develop and maintain a comprehensive library of support documentation.

2 recommendations available upon request

Computer Consultant at   Gear 3 Technologies, LLC

January 2005 - April 2006 (1 year 4 months)

Work closely with companies and bring them up to date on the latest technologies using Windows Servers, Asterisk Phone system using VOIP or Voice T1 to keep costs down.

Manage others in project implementation, upwards of 15 projects at any given time, and implemented hundreds of successful projects.

Example project 1: Implemented new VOIP system using Asterisk PBX for a client and set up wireless point-to-point between 6 locations, reducing telephone and internet costs.   Implemented inner office calling system, seamless transfer between offices, and file sharing capability.

Example project 2: Networked 300 work stations for data sharing and application sharing, installed fax

service, Exchange server, remote desktop server. Reduced customer response time and satisfaction time by 10 minutes. Enable off-site locations to access internal network and email with ease.

1 recommendation available upon request

IT Manager at   Princeton Health Press, Inc.

January 2002 - January 2005 (3 years 1 month)

International book publishing company with revenues of $7.6 million.

Managed IT department, ensuring continuous operation of computer systems.

Continuously redesigned firm's custom order entry system to speed work flow and increase reliability.

Managed all technology including telephone system, printers, copiers.

Integrated Goldmine software package with telephone system caller ID, resulting in increased customer service.

Support company owner in creating mailing lists and reports for ad-hoc projects

Manager & Lead Technician at   OM System Solutions, Inc.

January 2000 - June 2001 (1 year 6 months)

Supervised and trained 4 employees in the execution of in-house and on-site repairs, website and database design, and software development. Built excellent client relations, increasing company sales by $350,000 in one year.

Recommended software to increase performance for variety of companies from sole proprietors to mid-sized corporations. Cleaned viruses, enhanced slow-running computers, set up networks and PCs, designed networks and communication systems.

Designed and developed company website, resulting in securing news business directly from the web site. Networked 5 offices for Grand Bank, resulting in faster communications and more efficient business process implementation.

Projects

RCP Management Hands Of Hope

January 2012 to Present

Members:Matthew Marlowe, Annie Gonzales, Grisel Sandoval, Kristina Munson, Beth Duffy CMCA, Clare Ramirez, Gail Davis, Melissa Vaccariello, Nancy Calls, Toni Miello

Certifications

MCSE

MCP

A+

Network Cabling Specialist

Skills & Expertise

System Deployment
Software Installation
VoIP
Telecommunications
Disaster Recovery
Perl
Unix
Integration
Servers
Cisco Technologies
Technical Support
Operating Systems
Security
Troubleshooting
Network Design
TCP/IP
Vendor Management
Linux
Wireless
Solaris
Access
Software Documentation
Management
Databases
Testing
Networking
Windows Server
Mobile Devices
Software Development
Data Center
Business Process
Microsoft Exchange

Cloud Computing
Information Technology
IT Management
Network Security
Switches
Firewalls
Network Architecture
System Administration
IP

Honors and Awards

MCSE, MCP, A+, Network Cabling Specialist

Linked in.

13 people have recommended Matthew

"As the PM for several expansion project, I have seen Matt in action on a several different occasions. Matt truly has the engineering spirit, which is ever focused on the end needs of our customers. Matt has been able to multitask and prioritize his work activities such that all activities get done (and done well). Matt on very rare occasions has reached out for help when the plate becomes too full - instead he pushes through these times with extended hours on the job. Matt is an absolute pleasure to work with."

— **Quazi Zahir**, *Sr. Project Manager, Comverse*, managed Matthew indirectly at Comverse

"Matt is always willing to pitch in to help the team, and he gets the job done right the first time. He is efficient in planning projects, punctual in meeting deadlines, and adheres to company standards and guidelines. You'd be hard pressed to find an employee more dedicated than Matt, and I recommend him as a rock-solid addition addition to any company."

— **Marvin Garcia**, *Deployment Engineer, Comverse*, managed Matthew indirectly at Comverse

"I am a Deployment Program Manager working for Comverse Converged Billing Group providing a wide range billing products and services to mobile telephone operators. In this role, I am the manager directly responsible for the overall delivery of customer projects. This requires a close working relationship with other members of our Deployment Group in which Matt is a key member. I have worked directly with Matt deploying many upgrades, expansions and feature deliveries to our customers. Matt is a very reliable and technically competent individual. I and other members of our organization have witnessed Matt's excellent technically qualities and his dependable and cooperative nature. Matt listens and communicates very effectively with his coworkers. Matt is a highly motivated individual who will excel and grow with each opportunity he undertakes. I hope the information provided in my recommendation will help in your consideration of Matt Marlowe. Should you wish to inquire further on my recommendation please contact me directly. Best Regards, Dennis P. Cahill"

— **Dennis Cahill**, *Program Manager, Comverse*, worked directly with Matthew at Comverse

"Matt is extremely bright and an forward-thinking individual that can conceptuallize problems and convey available solutions to the team. He can work independently with little supervision, and also provides significant value to dynamic team environments."

— **Jonathan Markowitz**, *Senior Systems Architect, Vonage*, worked with Matthew at Vonage Holdings

"Matthew is a creative and diligent worker well versed in several important development methodologies. At Vonage, he quickly became the "go to" guy for packaging in addition to his other development and production support work. I highly recommend Matthew as a important member of a development team."

— **William George***, Sr. Systems Architect, Vonage*, worked directly with Matthew at Vonage Holdings

"Matt is a solid performer with a vast amount of technical and organizational knowledge. Matt uses his knowledge to proactively guide projects as well as resolve issues when the occur. Over the past 2 years that I have known Matt, he has been routinely cited as an outstanding example of teamwork and dedication. Matt is a valuable asset to have on any team."

— **Greg France***, Project/Release Manager, Vonage*, worked with Matthew at Vonage Holdings

"Matthew is an exceptional co-worker who consistently goes above and beyond to assist us in finding and troubleshooting issues with production applications. He is a customer focused driven individual capable of using his expertise in creating successful outcomes in unpredictable circumstances. Working with Matthew is always a pleasure and his attitude towards work and his colleagues foster interdepartmental cooperation."

— **Javier Gonzalez***, Software Engineer, Vonage*, worked with Matthew at Vonage Holdings

"I have worked with Matt for two years at Vonage. He has always exhibited professionalism, dedication, and purpose to his work and the Company. Matt is exceptionally competent, detail oriented, personable and quite adept at handling stressful situations. He is capable of juggling a multitude of tasks of similar or differing priorities. Matt has excellent verbal and written communication skills. Matt has an excellent work ethic. Matt would be a valuable asset to any organization."

— **Don Smitheimer***, Technical Manager, Vonage*, worked with Matthew at Vonage Holdings

"When I worked with him, Matt was the primary application administrator for a mission critical customer issue tracking application and later a primary support provider for many other production systems. He excels at maintaining a view of the 'big picture' of a system and how it meets business needs while still being able to address low level technical details. He is able to provide fast answers and support to users and other application support employees. Matt's dedication and his contributions to the team were huge boons, and I was glad to work with him."

— **Louis Guzinski***, Software Engineer, Vonage*, worked directly with Matthew at Vonage Holdings

"Matt is a pleasure to work with. His work ethic is second to none. He is completely thorough and consistently puts in the extra effort to ensure that things not only get done, but they get done properly."

— **James Cornman***, Senior Design Engineer, Vonage Holdings Corp*, worked with Matthew at Vonage Holdings

"Matthew Marlowe is customer focused and dedicated. He consistently goes over and beyond to complete any tasks given in a timely manner. He is proactive and is a great communicator. Dedication is one his main

assets as he has on numerous occasion worked all hours of the night to ensure deployments were completed on time and correctly. I can count on Matthew continuously to follow through and deliver. He will be an asset to any team he joins."

— **Victoria Winfield**, *e-Support Manager, Vonage*, worked with Matthew at Vonage Holdings

"Matthew is a diligent worker. he understands the big picture of projects and always offers timely advice to those who work around him. He has a varied background in many technologies and methodologies."

— **Walter W. Welle**, *Manager; Knowledge Management Systems, -Vonage*, managed Matthew indirectly at Vonage Holdings

"Intelligent, forward-thinking and always on top of his game. Matt was extremely helpful to client development work with his knowledge of emerging IT and web technologies."

— **Dave VanBlarcom**, *Web/Mutimedia Developer, Gear 3 Technologies, LLC*, worked directly with Matthew at Gear 3 Technologies, LLC

[Contact Matthew on LinkedIn](#)