

## **Information Technology**

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**Matthew A. Thompson**

### **Professional Skills**

**College: Associate Information Technology 3.6 GPA 2007, BS Information Technology 2010**

**Certifications: A+, N+ MCP, 2000 Pro/Server trained, Novell CNE trained.**

### **Operating Systems:**

- DOS, Windows 9x, Windows NT client and server, Windows 2000 Professional, Windows 2000 Server, Windows Advanced Server 2000, Windows Server 2003, Windows XP Professional, and Vista Business , Windows 7, Citrix Server 4.x and Multi-node Citrix Farms.

### **Software:**

- Altiris, Remedy, Track-It! 6.0-8.5, Microsoft SMS, PC Anywhere, WinFax Pro, McAfee Anti-Virus, Symantec Anti-Virus, Microsoft Project 97-2003 Microsoft Visio 97-2003, Microsoft Office Pro 95,97 XP, 2003, and 2007 Microsoft Publisher 97-2003 Microsoft FrontPage 97-2003 WordPerfect, Adobe Photoshop, Adobe PageMaker, Adobe Illustrator, and Adobe Acrobat and hundreds more.

### **Education**

- [University of Phoenix](#) Associate of Arts 3.6 GPA graduated 2007 with scholarship to University of Phoenix for Bachelors of Science in Information Technology graduation in 2010.

### **Professional Experience**

#### **Mustang Engineering/Talent Source**

**Aug 07 – May 09**

#### **Desktop Support**

- Helpdesk and Desktop 1<sup>st</sup>-3<sup>rd</sup> level support using Altiris web based ticketing system from 500-800 employees in assigned building, supporting primarily Windows XP/Vista operating systems.
- Modify user accounts, groups, and computer accounts using Active Directory daily.
- Tier 1-3 level support resolving hardware and software issues and documenting resolutions daily.
- Facilitate moves, additions, and changes of PC equipment daily.
- Created and maintained all images with Power Quest and Norton Ghost for all client side systems weekly.
- Dell warranty parts certified to repair, Laptops, Desktops, Servers and Printers.
- Troubleshoot, Diagnose and repair component level on Laptops, Desktops, and Servers daily.
- Create knowledge base articles in order to provide better customer service daily.
- Service desk support for over 100 applications used throughout all US operations daily.
- Develop and maintained positive working relationships with the end users throughout the company.
- Programmed Digital and IP phones using the NEC Mat software on a daily basis.

**NEC Unified Solutions**  
**Technician Analyst**

**Feb 05 – July 07**

- Helpdesk and Desktop 1<sup>st</sup>-3<sup>rd</sup> level support using Track-IT for over 5000 employees across the USA, South America and Puerto Rico with multiple operating systems – Windows 9x/NT/2000/XP/Vista/Server 2000/Server 2003 daily.
- Modify user accounts, groups, and computer accounts using Active Directory daily.
- Tier 1-3 level support resolving hardware and software issues and documenting resolutions daily.
- Facilitate moves, additions, and changes of PC equipment daily.
- Created and maintained all images with Power Quest and Norton Ghost for all client side systems weekly.
- Dell warranty parts certified to repair, Laptops, Desktops, Servers and Printers.
- Troubleshoot, Diagnose and repair component level on Laptops, Desktops, and Servers daily.
- Create knowledge base articles in order to provide better customer service daily.
- Service desk support for over 20 applications used throughout all US operations daily.
- Develop and maintained positive working relationships with the end users throughout the Nation.
- Facilitated roll-outs of XP, Pointsec, F-Secure and McAfee upgrade projects as they were assigned.

**Independent Contractor**  
**Technician**

**Oct 04 – January 05**

- Worked several contracts through [K-force](#) and other various temp agencies.
- Temp USPS contract installing network multifunction printers 01/14/2005 02/14/2005
- Temp Washington Mutual contract upgrading and installing new machines 12/03/2004
- Temp Lexmark contract installing new network printers 12/03/2004
- Temp American Airlines upgrading machines 11-15-2004

## Myron Steves

### **Network Administrator**

**Aug 03 – Oct 04**

- Helpdesk and Desktop 1<sup>st</sup>-3<sup>rd</sup> level support using Altiris and in house ticketing system for over 300 employees across the state of Texas. Supported MS Windows XP/Server 2000/Server 2003, MS Office XP and 2003.
- Monitored and diagnosed problems with the servers in consisting of eighteen 2000-2003 Microsoft Servers and a four node Novell 6.5 Cluster and wrote a daily check list.
- Created & maintained accounts/email/mapping in Novell through Console One and i-manager in E-directory.
- Created and maintained change control forms daily to report on server logs and failures.
- Also created accounts on the Microsoft side using the Account management tool in Active directory.
- Configured PC's and reloaded production machines with Desktop DNA and Microsoft File transfer wizard.
- Diagnosed and several 2000 to 2003 servers running active directory reported failures and restored them back to operation on a daily basis. Loaded and configured new and test servers with Microsoft Server 2003.
- Diagnosed, reported failures returned to operation a four node Citrix Metaframe farm. Used console manager and terminal services to help users and daily operation of a multi-node Citrix farm.
  
- Created restore images in Zen and Norton Ghost to expedite machine loads for desktops and over the network.
- Created accounts with CDW, More Direct, Computer Tech Tech-depot, Zones, PC Mall and B&H Audio/Video.
- Priced out hardware and software solutions to save money and create productivity.
- Also build relationships with the sales reps to get great pricing.
- Created Access databases to track purchases, current inventory and licensing. Also, use Image-right to store invoice and purchase records.
- Created a database to track and store licensing information, tracking expiration dates and maintenance agreements.
- Maintained and repaired Servers, PC's, Monitors and other various networking components.
- Setup accounts with vendors for warranty repair and recycling of old broken equipment.
- Setup account on eBay to sell good outdated equipment for the company and made almost \$10,000 back in profit for the company.

**Corbett Personnel**

**JUL 03 – AUG 03**

**Network Administrator**

- This was a temp to perm position at Myron Steves. Job duties as listed above.

**Technisource Contract at Pure Resources INC**

**APR 01 – FEB 03**

**Network Administrator**

- Responsible for the multiple sites in Houston and two in Corpus Christi and Beaumont; which consisted of over 50 users and two outside sites with 15-20 users each.
- Moved the entire server room from the 35 floor to the 48 floor and setup the LAN and infrastructure.
- Hired vendors to install wiring and technician to work with me to setup the desktops.
- Setup the server room wiring and WAN communications to the corporate office.
- Created & Maintained accounts in Microsoft Active directory.
- Also created accounts in many databases and websites.
- Created machine loads with the use of Norton Ghost to create efficient computer reload times.
- Supported a fifty plus users base on a daily basis. Communicated via walk up, phone calls and emails to give 1<sup>st</sup> through 3<sup>rd</sup> level support on all issues.
- Created Access databases to track purchases, current inventory and licensing.
- Maintained and backed up three terabytes of information nightly using VERITAS software on a Quantum ML 1500 DLT back up unit.
- Purchased and replaced tapes on a monthly basis.
- Maintained and repaired Servers, PC's, Monitors and other various networking components.
- Setup accounts with vendors for warranty repair and recycling of old broken equipment.

**Grant Prideco Inc**

**AUG 96 – FEB 01**

**Technician II**

- Job duties included maintaining operations of assigned sites up to 200 or more users in Houston and assigned to the whole state of Louisiana.
- Provided customer support for all Microsoft Windows 3.x, 95, 98, NT, 2000 and Server operating systems.
- Provided software support for the following software packages. Office 95, 97, 2000 pro, Exchange client/server, Client Access, Rumba & 95, Outlook, Outlook 98 Internet Explorer 3.0, 4.0, Netscape 3, 4, plus many other graphical and multimedia programs.
- Daily operations consisted of opening and closing tickets, which had been generated by the helpdesk or myself.
- Solving fellow employee computer problems either over the phone or at the employee site. Search the web and technical databases for solutions to problems.
- Performed component and board level repair on Clone and name brand equipment primarily Compaq.
- Purchasing: Purchased and tracked all PC's, in a global company.
- Developed a high level of product knowledge and usage of the computer equipment.
- Built customer relations with various vendors throughout the world.
- Inventory: Developed new ideas and techniques for the inventory of our global company PC base.
- Also created data forms and databases using Access to keep track of the inventory.
- Network configuration experience: Network trained and certified: Ethernet and Token ring, Bay Networks hubs, Cisco routers, 3com NIC cards 100/base using TPC/IP configurations. Created patch cables and cross over cables.
- Printers serviced and setup HP and Tektronics, Epson on LAN configurations as well as repair.
- Earned: A+, N+, MCP, NT Workstation, WIN2000/Server, and Compaq hardware certifications.

**RHI Robert, Half**  
**Contract Position**

**MAY 96 – AUG 96**

- The configuration and repair PC's at [Metro Transit Authority](#).
- Configured Compaq workstations and clones to connect to the citywide WAN.
- Operated at many different sites in the Houston area installing Computers and peripherals for Metro employees.
- Most of the time was spent upgrading component level Computer peripherals for Windows 95 rollout for the whole company.

**Brown & Root**  
**Contract Position (short term)**

**APRIL 95 – MAY 95**

- Configured new Compaq machine for a companywide rollout.
- Configured the machines from Token ring to Ethernet.
- Most of the time was spent upgrading component level Computer peripherals for Windows 3.11 rollout for the whole company.

**Bell Atlantic\Exxon, USA**  
**Contract Position (Field Engineer)**

**DEC 94 – APRIL 95**

- Supported multiple sites with PC and printer support in the Downtown and in the 290 area.
- Configured and repaired HP workstations and clones.
- Repaired component level on HP printers.

**Compaq Corp.**  
**Permanent Position (Manufacturing Associate)**

**APRIL 93 – SEP 93**

- Worked on the manufacturing line building all type of computer system from base models to high end servers.
- Build and tested each unit on learned a great understanding of basic operating principles and design.
- Worked in the board shop a few times building and soldering components on the motherboards and peripherals.