Matthew Gallaer

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Skillsets

Systems & Tools	Languages	Soft
Windows 95 98 XP 2003 7	Ruby	Customer Service
Unix	Rails	Solution Driven
git	Python	Always Learning
HP OpenView	Javascript	Exceptional Multitasking
Remedy	HTML	Professional Under Pressure
PC Hardware	CSS	Skilled Trainer

Professional Experience

ROC CSR
Verizon Business
11/2007 – 7/2012

- Monitored 60+ clients' large-scale computer infrastructure
- Created tickets, assigned severity, prioritized and distributed to engineers
- Stewarded priory tickets through entire life cycle
- Coordinated engineers, account team and the client on priority tickets
- Streamlined OpenView monitoring
- Cross-trained systems engineers

Technical Support Engineer
Intermedia.NET
2/2006 – 11/2007

- Phone and email support to shared web & Exchange hosting
- Setup and troubleshoot DNS, POP, IMAP, SMTP, Blackberry, Activesync and Good Mobile Messaging with customers
- Assist customers in choosing web and email services based on bandwidth, databases, scripting and email requirements

Support Engineer
Hurricane Electric
2/2005 – 2/2006

- Supported shared web hosting and collocation customers.
- troubleshooting of POP3, HTML, DNS, cron jobs, PHP and Linux servers.
- Remote hands for customers.
- Monitored network and server status.
- Granted access to facilities.
- Mounted hardware and ran cables.

System Administrator
Sun Microsystems
10/1998 – 2/2001

- Maintained NetDynamics & Netscape internal & external support websites running on Solaris, Linux and Irix.
- Performed system backups, user administration, software installation & disk maintenance
- maintained web server (Apache & Netscape)
- created & maintained perl cgi scripts

Programmer
Contour
4/1997 – 10/1998

- Created and modified VB code that interfaced with a vendor provided API
- Make in-house billing software Y2K compliant.

Education

A.A. Electronics Technology
Heald Institute of Technology
April 1996, 3.6 GPA