

Matt Connell

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Summary

Adaptable, experienced administrator with a track record of success across a broad spectrum of technologies. Self-motivated, passionate, team-centric individual driven by desire for daily iterative improvement. Leader by example, first to offer assistance and share knowledge. Always striving to master new challenges, and uplift colleagues. Confident communicator and coordinator. Proud supporter of the open Internet and libre software, focused on security, stability, and simplicity.

Technologies

GNU + Linux	AWS
Apache	G Suite
MySQL/MariaDB	DNS + Networking + Firewalls
PHP	Docker
Asterisk VOIP	Virtualization

Tools

bash	OpenSSH
git	rsync
sed/grep/awk	GPG
iptables	tmux/screen
vim	Slack

Soft Skills

Agile Development	Problem Solving
Interdepartmental Communication	Documentation
Scrum	Helpdesk
Project Coordination	Customer Service

Hard Skills

CAT 5/6 Networking	Wireless Networking
Rack build-out/maintenance	Soldering & Electronics Repair
PC/Mobile Device Hardware	Multi-Function Printers

Accomplishments

Employee of the Month, April 2015
Customer First committee & initiative with Telkonet
UW – Milwaukee Baccalaureate w/ Honors
Juneau High School Valedictorian, Class of 2001

Education

University of Wisconsin - Milwaukee
Graduating Class of 2005, BS Computer Science, Cum Laude

Experience

Systems Administrator

EthoStream: 2007
Telkonet (acquired EthoStream in 2007): 2007-2017
DCI (acquired EthoStream in 2017): 2017-2018
Allbridge (merged: DCI, EthoStream, BulkTV): 2018-present

Responsibilities: design/install/maintain physical/virtual/networked infrastructure, database administration and troubleshooting, telephony systems management and troubleshooting, managed service and account administration, desktop/mobile management and troubleshooting, DNS administration, G Suite administration, web application development and troubleshooting.

Technical Customer Support Agent + Supervisor

EthoStream: 2006-2007

Responsibilities: Provide technical support to customers via phone and email, diagnose and repair network issues on customer networks, supervise other technicians, monitor call queues for responsiveness and quality assurance.