

# Matt Connell

+1 606-637-1020  
[matt@connell.tech](mailto:matt@connell.tech)  
<https://connell.tech>

## Summary

Adaptable, experienced DevOps engineer with a track record of success across a broad spectrum of technologies. Self-motivated, passionate, team-first 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. Proud supporter of the open Internet and free (libre) software, focused on security, stability, and simplicity.

## Technologies

GNU + Linux  
Apache/nginx  
MySQL/MariaDB/PostgreSQL  
PHP  
Salesforce  
DNS

Amazon Web Services (AWS)  
SSH  
Routing, networking, firewalls  
Docker  
NetSuite  
SSL/TLS

## Tools

Bash and POSIX shell  
git SCM  
sed/grep/awk (GNU Core utils)  
iptables firewall  
vim  
Wireshark (network analysis)

OpenSSH  
rsync  
GPG/PGP  
tmux/screen  
Laravel/Lumen APIs  
nmap (network analysis)

## Soft Skills

Agile Development  
Written & Oral Communication  
Scrum  
Project Coordination

Problem Solving  
Code & Process Documentation  
Help Desk  
Customer Service

## Hard Skills

CAT 5/6 Networking  
Rack build-out/maintenance  
PC/Mobile Device Hardware

Wireless Networking  
Soldering & Electronics Repair  
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 / DevOps Engineer / Product Development / System Architect**

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

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Responsibilities: Salesforce administration/maintenance, NetSuite administration/maintenance, PHP REST API development, Linux system configuration/maintenance/troubleshooting, 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, AWS administration.

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### **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.