

Matthew Snyder

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Core Competencies

- *Infrastructure Administration*
- *PowerShell Administration*
- *VMware Administration*
- *Windows Server Administration*
- *Desktop Support*
- *Active Directory Administration*
- *G Suite Administration*
- *IT Operations Projects*
- *O365 Administration*
- *AWS Infrastructure*

A systems engineer with 15 years of IT experience and a strong background with engineering and administering Windows domain environments in the enterprise and education markets. Also skilled with communication, both verbally and in written form. Superb ability to manage IT operations projects with various stakeholders to accomplish goals for varying departments.

Certifications

- AWS Certified Solutions Architect - Associate (SAA) [2018-2020]
- CompTIA A+
- CompTIA Network+

Professional Experience

SHUTTERFLY, INC. – Galion, Ohio
Systems Administrator, October 2014 – present

Site administrator with primary focus on the datacenter and IT infrastructure. I bridge the gap between local IT support teams and corporate IT, which includes managing enterprise projects locally and communicating changes to the environment that may impact local operations and infrastructure. I'm also a valuable resource for local department managers to carry out various technology related initiatives.

Selected Contributions:

- Tasked with planning and carrying datacenter operations maintenance and projects from installing redundant HVAC, UPS replacement, environmental monitoring, and generator testing and readiness. Also manage internal projects for various datacenter improvements.
- Maintain and manage Windows Server 2008/2012/2016/2019 environment including Active Directory, Group Policy, WSUS, IIS, DHCP and an emerging Hyper-V footprint.
- PowerShell scripting and automation to streamline management of the environment from server administration, Active Directory on/off boarding, software deployment, as well as VMware (PowerCLI) and O365 user & mailbox management.
- Manage a local VMware cluster of over 240 virtual machines including managing templates, VMware tools deployment and provisioning of VMs from custom templates.
- Desktop support for a fleet of 400 desktop PCs and 250 users. With ServiceNow as our ITSM, prioritize and triage incidents to strive for 1st call resolution. Otherwise delegate tasks to team members or corporate IT for resolution.
- Manage an emerging Microsoft Azure Windows Virtual Desktop environment for use by third party contract company. This would include resource provisioning and maintenance of hosted applications on VM instances for operators.
- Hold local trainings for various collaboration tools such as Office 365 Outlook Web Access and Microsoft Teams adoption.

MID-EAST CAREER & TECHNOLOGY CENTERS – Zanesville, Ohio
Systems Administrator, July 2013 – September 2014

Responsible for management and maintenance of the IT infrastructure across a school district of approximately 1500 students and 300 staff members. My position was unique, as I was required to support a gamma of platforms and differing hardware. The district was seeking someone to fill the gaps in systems administration, network administration, desktop support, and technical staff training. Worked closely with operations manager and technology director to carry out various technology solutions for the support of a career technology high school. Work hand in hand with educators and administrators to assist with carrying out their vision for educating their students effectively.

Selected Contributions:

- Active Directory management, including Group Policy for desktop optimization and software deployment as well as Preferences for managed printer deployment.
- Daily interaction with help desk workflow to resolve varieties of issues with PCs, servers, IP phones, printers, and various educational software and hardware.
- Successful deployment of 125 Chromebook fleet during the 2013-2014 school year. Embarking on a deployment of 500 more for the fall of 2014.
- Desktop imaging/deployment using Dell Kace 2000 solution which also integrates with in-house Kace 1000 for help desk functionality. Use of scripted installations and driver harvesting was integral in efficient desktop deployments.
- Staff training in Google Apps for Education during staff up orientation. Focusing on the core Google Apps such as Gmail, Google Calendar, Google Drive, and Google+.

WEST MUSKINGUM LOCAL SCHOOLS – Zanesville, Ohio
IT Supervisor, January 2012 – June 2013

Responsible for the coordination of technology integration throughout a district of approximately 1600 students and 225 staff members. I served as the point person for technology projects and initiatives for the entire district that were designed to deliver a quality education to students and support the faculty with information and tools for delivery of content for their students. Also managed a small team of technical staff for day to day operations and support for the district teachers and support staff.

Selected Contributions:

- Coordinated a pilot with Google Apps for Education for use by all teachers and students by Fall 2014. This will include planning, budgeting of resources, professional development for teachers, and creating a standardized platform to work in conjunction with BYOD that will offer a seamless line of communication between staff and students.
- Work closely with the Superintendent to provide a quality technology services department that will allow all the other departments to function more efficiently.
- Along with the treasurer, manage all technology related services purchased by the District. This includes all district-wide and building subscriptions to cloud-based resources such as Discovery Education, BrainPOP, Turnitin, Gaggle.net, Learning A-Z, Compass Odyssey, i-Ready, ALEKS Math, and Microsoft Licensing.
- Successfully provide cutting edge technology solutions to students and staff given an extremely tight budget environment. This is done through effective networking and researching the right avenues to travel when looking at open source solutions.
- Facilitated successful launch of a BYOD environment that will allow students and staff to bring in their own devices for educational use. This includes the drafting of a Board policy and securing a section of the network for BYOD.

WEST MUSKINGUM LOCAL SCHOOLS – Zanesville, Ohio
Network Administrator, November 2009 – January 2012

Primary focus was maintenance and upkeep of approximately 800 PCs and numerous other educational technology devices across four buildings in the district including IP and analog phones, projectors, local and networked printers, SMART Boards, and document cameras. I worked closely with the Director of Technology to direct the district into the proper use of effective technologies that will allow faculty to reach professional goals which will result in students reaching their academic potential.

Selected Contributions:

- Maintain a network infrastructure that includes a cumulative fifteen (physical and virtual) servers ranging from Windows Server 2003 up through Windows Server 2008 R2.
- Maintain an Active Directory domain structure with approximately 2000 accounts. Successfully researched various resources in order to develop various Visual Basic and HTA scripts that can mass create network accounts, including creating home directories with the proper sharing and security permissions, and configure specific settings within the account properties.
- Stage a new VMware environment for consolidation of physical servers and build out application servers for various services throughout the district.
- Service or delegate appropriate work orders submitted by faculty and staff through Ohio Public School Works' web-based work request system.
- Completed the start of FOG, an open source PC imaging solution. This allows the storage of PC images to be stored on a central server or several storage nodes to be accessed anywhere on the network via PXE boot. Successfully deployed saved system images via multicast to a group of computers, or to a single machine from a remote location using the various tools offered by FOG. This has brought significant cost savings to the district with the open source software.
- Maintain the service of 3Com infrastructure network across four buildings. This includes VLAN management, VOIP maintenance, configuring and backing up system-wide settings, and repair of 3Com models SW7700, SW7750, 4400-PWR, 2426-PWR, and 2226-PWR devices.
- Configuration of Terminal Services (Windows Server 2003)/Remotes Desktop Services (Windows Server 2008/R2) for use from classroom terminals and two separate labs. This includes using Group Policy to give each user a consistent and secure desktop environment.
- Maintain a detailed Group Policy structure to customize the desktop environment based on group membership throughout the domain. This includes the mapping of multiple network shares, printer assignment, and application deployment.
- Successfully deployed Microsoft Office 2010 to all domain PCs via Group Policy. Includes creating custom MSI packages using the Microsoft Office Customization Tool to fit the role of users on specific machines. Also, successfully developed action plans for the small percentage of errors that arose during deployment.

Education

WESTERN GOVERNORS UNIVERSITY – Online Program	Degree expected: TBD
B.S. in Information Technology (Networks Administration)	GPA: 3.5/4.0
BAPTIST BIBLE COLLEGE – Clarks Summit, PA	Graduated: May 2002
B.S. in Bible (Specialized Ministries)	GPA: 3.2/4.0

References available upon request