

MATTHEW GUTKIN

mattgutkin@gmail.com | 973-376-3545 | [linkedin.com/in/mattgutkin](https://www.linkedin.com/in/mattgutkin)

Education

University of Pittsburgh, PA

Expected April 2023

Bachelor of Science in Information Science; Minor in Computer Science

Professional Experience

D. E. SHAW & CO | New York, NY

June 2022 - August 2022

Systems Administrator Intern

- Spearheaded the research and implementation proposals of printing solutions for the quantitative hedge fund including evaluating multiple solutions to overhaul the print environment.
- Maintained vendor relationships, as well as conducted proof of concept installations on firm-wide systems.
- Created Slack-based automation to reduce system administrator manual processes by an average of 3.4 minutes.
- Served as main point of contact in fast-paced enterprise environment to quickly resolve and triage critical incidents.
- Worked with various infrastructure technologies and clusters to consult fellow interns in reaching project goals.

HOSTBELLY | Basking Ridge, NJ

May 2015 - Present

Systems Administrator & Sales Specialist

- Launched freelance service to fulfill web development, hosting, and maintenance work for 30+ clients.
- Optimize website operations, technical changes and functional enhancements for end-users.
- Supply technical and non-technical client support during testing, training, system enhancements or on-going service.
- Achieved 14% year-over-year growth based on client satisfaction and referrals; existing, repeat, and new business.
- Organize introductory and ongoing meetings via online, phone and in-person. Acknowledged for response time, effective solutions, productivity and client satisfaction.

UNIVERSITY OF PITTSBURGH | Pittsburgh, PA

May 2021 - November 2021

Technology Help Desk Consultant

- Served as primary point of contact in fast-paced environment for student, faculty, and staff-related IT support issues.
- Resolved general issues for PC Endpoints, Multifactor Authentication, ISEs, networking, and other more advanced pieces of infrastructure.
- Provided technical expertise and successfully resolved 88% of device, software, and network calls without escalation.
- Responded to more than 40 calls and 50+ emails daily, logged and tracked ticket status in Salesforce ERM, and managed end-user accounts. Frequently collaborated with co-workers and supervisors to quickly resolve customer inquiries

KINGS FOOD MARKETS | Parsippany, NJ

Summer 2019 and Summer 2020

Junior IT Administrator

- Provided help desk IT phone and support services to end users at 35+ locations for New Jersey based regional grocery store, including troubleshooting, optimization, server support, and customer service.
- Administered active directory user accounts, multi-factor authentication, group membership and permissions for new and current employees.
- Successfully resolved hardware, software, and network issues. Closed network and device tickets 25% faster than other support team members. Recognized for demonstrating patience, strong listening, and problem-solving skills.
- Improved network capabilities by 12% after installing upgraded POS stations, backroom networking systems and enhanced connectivity networking configurations during a company-wide initiative.

Leadership

Zeta Beta Tau Fraternity, Beta Phi Chapter President

April 2021 - April 2022

- Oversaw chapter operations including organizing efforts for brotherhood, recruitment, finances, campus events, community involvement, philanthropy and an on-going commitment to diversity, inclusion, and acceptance.
 - Maine-Heffer Award for Most Outstanding Chapter President, Zeta Beta Tau
 - Interfraternity Council Chapter President of the Year, University of Pittsburgh

Strengths & Technical Skills

On-site & Remote Technical Support • Customer Service • Collaboration • Self-starter • Time & Project Management
Database Administration • Server Management • Active Directory • Infrastructure Monitoring • Java • APIs
Networking • Salesforce ERM • Information Security • Git • Windows & Linux • Python • Kerberos