MATTHEW GUTKIN

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Education

University of Pittsburgh, PA   **April 2023**
Bachelor of Science in Information Science; Minor in Computer Science
- *Outside the Classroom Curriculum (OCC) Honor Society, August 2021 – Present*

Professional Experience

D. E. SHAW & CO | New York, NY
Systems Administrator   **June 2023 - Present**
- Diagnose and resolve complex issues across Widows and Unix hosts, including coding errors, storage permissions, OS-level bugs, and application troubleshooting, ensuring seamless functionality in a high-demand environment.
- Act as a liaison between internal teams and external partners to upgrade and maintain firm-wide enterprise applications, ensuring alignment with technical requirements and business objectives.
- Design and deploy scripts and automation tools to optimize repetitive administrative tasks, reducing manual effort and increasing operational efficiency.
- Contribute to the Kubernetes working group by supporting application migrations, enforcing enterprise standards, implementing stability-focused policies, and addressing complex deployment challenges.

Systems Administrator Intern   **June 2022 – August 2022**
- Tasked with researching and evaluating multiple solutions to overhaul the print environment as main intern project. 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 provide on-site and remote personalized system network administration, diagnostic performance analysis and resolution for 30+ clients.
- Identify and resolve systemic issues; execute software installations, upgrades, and service; facilitate hardware solutions and guide clients to self-support tools. Update active directory and password resets. Install and restore system security, virus protection software and troubleshoot peripheral issues. Optimize backup and recovery actions.
- 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.

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 resolve 88% of device, software, and network calls without escalation.
- Responded to more than 40 calls and 50+ emails daily, log and track ticket status, manage end-user accounts and collaborate with co-workers and supervisor.

KINGS FOOD MARKETS | Parsippany, NJ   **May 2019 – August 2020**
Junior IT Administrator (Seasonal)
- Delivered 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.
- Successfully resolved hardware and capability issues, and closed network and device trouble 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.

Strengths & Technical Skills

On-site & Remote Technical Support ● Customer Service ● Collaboration ● Self-starter ● Time & Project Management
Database Administration ● Enterprise Application Management ● Active Directory ● Kubernetes ● Python ● APIs