

# Matt Held

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**Summary:** Expert in implementing and maintaining IT solutions, automation, offering comprehensive support and troubleshooting to maximize technology's potential for businesses. Committed to delivering user-friendly automated solutions that improve experiences for both employees and clients, while resolving technical issues swiftly and effectively.

## Education

**Edgewood College, Madison, WI**

*Bachelor of Science | Graduated May 2022*

- Major: Computer Information Systems, Cybersecurity and Data Science Concentration

## Technology Employment

**Database Administrator**

*2022 – Present*

**Milliman IntelliScript, Brookfield, WI (Remote Role)**

- Address, troubleshoot, & manage request tickets from internal users
- Implemented a robust monitoring & alerting system using Datadog & Opsgenie, integrated with Jira
- Configure, manage, & troubleshoot mission critical SQL Server & PostgreSQL instances

**Owner**

*2019 – Present*

**ClearView Technology LLC, South Milwaukee, WI (Side Business)**

- Setup MDM solutions for clients including best security practices for device management
- Configure Google Workspace and Microsoft 365 tenants including best security and cost management
- Network wiring installation for security cameras and other technologies
- Provide technical support for users in both business and residential environments

**IT Intern | Database Administration Team**

*2021 – 2022*

**Milliman IntelliScript, Brookfield, WI (Remote Role)**

- Supported internal users in a timely & reliable fashion for database creation & access request needs
- Strengthened security by transitioning database permissions to be structured by Active Directory groups
- Improved failover/HA processes by creating processes in PowerShell & VisualCron to keep applications in sync
- Preventative work on data loss/downtime by configuring & confirming system level backups on all SQL servers

**Advanced Desktop Support**

*2020 – 2021*

**Edgewood Technology Assistance Center, Madison, WI**

- Effectively communicated with users through various methods, with a primary focus on email.
- Dispatch to address advanced technology issues with Windows & MacOS systems as well as computer hardware & software programs in many different environments on campus
- Use & contribute to a knowledge base to follow best procedure for every situation

***Student Technology Specialist*** **2018 – 2020**

***Edgewood Technology Assistance Center, Madison, WI***

- Analyzed service requests & actively listened to customer needs to provide excellent service
- Provided basic troubleshooting & escalated further issues to the correct team members
- Strong attention to detail in order to accurately maintain records in center

***Research & Data Mining Intern*** **Summer 2017**

***GlassWater Technology, Evanston, IL (Remote Role)***

- Researched potential clients & presented findings to CEO with weekly PowerPoint presentation including important points of investigations.

## **Client Services Employment**

***Service Scheduler*** **Summer 2019**

***Acura of Brookfield, Brookfield, WI***

- Assisted clients & triaged service inquiries for a department with a revenue over \$1M
- Collaborated with other departments to provide the best solution for clients

***Client Service Representative*** **2016 – 2018**

***Acura of Brookfield, Brookfield, WI***

- Ensured fluent understanding of processes to clients by utilizing active listening & speaking skills
- Maintained accuracy & confidentiality when processing department paperwork & payments

## **Activities & Leadership Experience**

***Apartment Coordinator*** **2020 – 2022**

***Edgewood College, Madison, WI***

- Participated in a Pro Staff Duty Rotation that provided emergency response in top level/crisis situations
- Problem-solved incidents, requests, & conflicts between residents

***Lead, College Liaison*** **2020 – 2021**

***Bystander Intervention Committee, Edgewood College, Madison, WI***

- Filmed, edited, & distributed two COVID-19 policy PSA videos that reached over 700 community members
- Lead a committee of 5 members through planning 3 events & one campus wide initiative each semester

***Resident Assistant*** **2019 – 2020**

***Edgewood College, Madison, WI***

- Fostered a strong community while enforcing campus policies
- Participated in a tier 1 duty rotation to ensure safety of all residents

***President*** **2019 – 2022**

***Edgewood EmPowered (Computer Information Systems Club), Edgewood College, Madison, WI***

- Initiated, developed, & hosted “Tech Talks” - a program for meaningful conversations about past & upcoming technology

***Student Leader*** **2019 – 2022**

***Dominican Life, Edgewood College, Madison, WI***

- Planned & helped lead an Immigration Simulation with over 30 students in attendance

*Dining Service Committee Member*

2018 – 2022

*Edgewood College, Madison, WI*

- Evaluated Dining Services current offerings & shortfalls with the Dining Service Director
- Collect feedback from students about their dining experience which helped shape the transition to an “all you care to eat” meal plan system

*Eagle Flight Crew (Incoming Student Ambassador Program)*

Summer 2020

*Edgewood College, Madison, WI*

- Helped organize & manage 3 summer Eagle Education events
- Addressed incoming students concerns via both in person & mail/email communication

## Related Technical Experience & Skills

### Software & Applications

- Atlassian/Jira (including workflows and automations)
- Google Workspace (including Admin/enterprise level)
- MDM (Mosyle, JAMF Now, Manage Engine)
- Microsoft 365 (including Admin/enterprise level)

### Platforms & Tools

- **Tailscale**
  - **Platform Experience:** Linux, Windows, MacOS, iOS, iPadOS, tvOS & Synology DSM
  - **Features Experience:** Access Control, Exit Nodes, Funnel, MagicDNS, Mullvad integration, NextDNS integration, Subnet routing & Taildrop.