

Matthew Bidinger

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A results-driven IT professional with extensive experience in the development, administration, and support of information systems. In-depth expertise in the implementation, analysis, optimization, troubleshooting, and documentation of all network connected client-side devices and facilities. Strong hands on knowledge, certified MCP, and proven ability to lead and motivate team members to achieve success. Primary focus on effective communication while interfacing with varied functional teams and end-users. Established track record for diagnosing complex problems involving diverse systems and consistently delivering reliable solutions, local or remote. Driven to set the bar amongst peers. Enjoys a challenge.

Technical Skills

Systems: Windows 2K3 Server, Windows 98-Windows 7, Linux, Mac
Hardware: Desktop/Laptop, Print Servers (Lantronix/Jetdirect/Silex print servers), Printers, Blackberry, Treo, RF Scanners, Client-side Networking, Pagers, Cisco
Administration: AD, Novell, ConsoleOne, BES, Intellisync, RSA, Rightfax, Landesk, NetIQ, Attention! Paging Gateway, VNC, VPN

Related Experience:

PC/LAN Analyst Sherwin-Williams (April 2004 to present)

Accomplishments:

- Excelled in administration and support of enterprise environment
- Performed key role in team efforts towards supporting clients
- Initiated, Designed, and prototyped Infra Client PC Sharepoint collaboration system
- Documented key and obscure systems
- Streamlined processes and procedures to improve team service-delivery
- Collaborated effectively with various teams to achieve goals
- Routinely deployed applications and rights while managing licensing

Moderator OC Forums www.ocforums.com (December 2008 to present)

Accomplishments:

- Promoted in peer recognition of excellent social and communication skills
- Enforced policies and values for membership of 80,000+
- Coordinated with a team of ~12 moderators to maintain a healthy community
- Dedicated to this technical community since 2002

Project Experience:

Novell Migration Sherwin-Williams HQ (February 2009-April 2009)

Accomplishments:

- Set timetables for migrating client machines off Novell client software
- Delegated responsibilities to peer analysts
- Tracked and reported progress across target sites

PC Refresh Team Lead Global Sales Meetings (January 2007,2008,2009)

Accomplishments:

- Excelled leading team of technical analysts at remote location
- Processed hundreds of systems ahead of schedule
- Managed updates and directed problem-resolution

Improved efficiency for IT systems of field sales reps
Provided documentation for tracking of SW assets
Selected for project lead immediately after being hired full time

Site IT Admin Training Waco, TX (July 2008)

Accomplishments:

Designed training guideline for new site IT admin
Detailed responsibilities and key policies
Highlighted key resources and individuals for future support in these tasks

e-Discovery Mail Analyst Sherwin-Williams HQ (Spring 2008)

Accomplishments:

Initiated e-Discovery process prior to the business establishing guidelines
Provided input on business needs and technical details
Contributed to process standardization

Lead Blackberry Support Sherwin-Williams HQ (Spring 2007-Summer 2008)

Accomplishments:

Designed blackberry support regimen
Documented key procedures
Spearheaded client support and provisioning for all blackberry accounts

MAB HQ Integration Philadelphia, PA (October 2007)

Accomplishments:

Converted office clients from MAB paint systems to SW systems
Coordinated with SW messaging team for mail conversions
Trained clients on new systems
Inventoried existing and replacement systems

Sharepoint Implementation Sherwin-Williams HQ (March 2007)

Accomplishments:

Initiated and implemented collaboration site within SW Sharepoint environment
Efficiently migrated, developed, and centralized 300+ documentation articles and resources in 3 weeks

Purdy HQ Integration/Site Administration Portland, OR (Summer 2005)

Accomplishments:

Supported all needs for the Purdy Corporation HQ during integration
Diagnosed and replaced faulty RF equipment on production floor
Improved production efficiency
Succeeded as drop-in replacement for previous site administrator of several years
Performed duties as an intern

Interests/Talking Points:

Printer administration, sharepoint involvement, scripting development
New systems and challenges, Linux
Web development – imog.us, SQL injection cleanup, other items by contract
Independent learning pursuits, six sigma

Education:

CSU - Attending
Degree: Bachelor of Business Administration, Winter 2011
Major: Management Information Systems