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PROFESSIONAL SUMMARY

A world-class problem solver who can provide creative solutions to complex situations. A team player that works hard and has the flexibility to learn new things. Strong customer service skills, excellent written and oral communication skills.

WORK EXPERIENCE

Data Center Ops Manager

Nasikovsky Development – Odessa Ukraine

2017 – 2022

- Introduced new management processes that improved IT operations efficiency and productivity.
- Streamlined operations by automating routine tasks that enabled help desk to complete tickets faster and increased productivity by 30%.

Sr. Network / Storage Engineer

[CoAdvantage](#) - Tampa, Florida

2014 – 2017

- Provided design, implementation, and support of headquarters and branch office data centers.
- Supported infrastructure: 4 data centers/4800 nodes.

Sr. Network Engineer

[Extron Electronics](#) - Anaheim, California

2004 – 2010

- Provided network design, implementation and support of U.S. headquarters and branch office data centers.
- Provided network design, implementation and co-support of satellite offices in Asia, Europe and Middle-East.
- Supported infrastructure: 6 data centers/6200 nodes.

Senior Systems Engineer

AT&T Wireless - Cerritos, California

1999 – 2004

- Provided technical sales support and training of a team of 24 B2B and Government sales account executives.
- Collaborated with industry partners such as HP, IBM, Motorola, Nokia and Research In Motion in the implementation of wireless solutions for new and existing customers.
- Worked with AT&T Wireless RF engineers to address any or all wireless coverage issues in the LA Market.
- Worked with AT&T Corp network engineers to address WAN related latency issues affecting customers.
- Provided presales and post sales technical support for customers such as Boeing, Coca Cola, and Disney.
- Led the SE team in the 2G to 2.5G and 2.5 to 3G wireless migration of hundreds of paid customers.

Call Center Technical Support

LA Cellular - Anaheim, California

1997 – 1999

Provided headquarters and multiple call centers technical support in troubleshooting hardware and software related problems. Install and configure network user accounts, client applications and computers, phones and printers. Backed up and restored users accounts, data files and folders.

EDUCATION

California State Polytechnic University, Bachelor of Science, Telecommunications Management 1999

CERTIFICATIONS

Cisco, EMC, Microsoft and VMware