

MATTHEW J KELLY

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PROFESSIONAL SUMMARY

Talented & detail-oriented IT professional specializing in effectively leveraging technology to achieve business goals. Accustomed to managing multiple projects and priorities in fast-paced environments. Able to establish clear objectives for team members and enforce deadlines to keep projects on track.

BUSINESS SKILLS / PERSONAL ATTRIBUTES

- Results-oriented
- Business centric
- Effective multi-tasker
- Team player
- Business process improvement
- Strategic planning
- Risk mitigation and management
- Change management

WORK HISTORY

- 11/2024 to 04/2026 **Continuous Alignment Manager**
Continuous Networks – Pine Brook, NJ
- Led cross-functional teams to enhance operational efficiency and drive project completion.
 - Developed and implemented strategic plans to improve service delivery and client satisfaction.
 - Oversaw budget management, ensuring resource allocation aligned with organizational goals.
 - Analyzed performance metrics to identify areas for process improvement and cost reduction.
 - Enhanced customer satisfaction by resolving disputes promptly, maintaining open lines of communication, and ensuring high-quality service delivery.
- 09/2015 to 05/2024 **Systems Engineer (L3)**
Exigent Technologies LLC
- Level 3 Systems Engineer (1 below company-wide escalation point)
 - Developed fully automated solution for network deployment of pre-configured Windows images
 - Reduced workstation prep time to 12min from bare-metal to user ready
 - Found and neutralized in-progress crypto attacks on multiple occasions
 - Discovered malicious code on customer's website that had been dumping financial info onto a public pastebin, leading to FBI involvement
 - Deployed and administered domain, app, SQL & exchange servers on both physical and virtual hardware
 - Designed & implemented total network overhaul of mixed environment with 10+ switches and 20+ WAPs
- 08/2015 to 09/2015 **Systems Engineer**
Information Logistics Inc.
- High-risk, zero downtime tolerance environment
 - Largely Linux based hosting / development
 - Built \$60,000+ SAN & \$80,000+ 14-bay blade server
 - Orchestrated migration of vCenter 4.1 to 5.5 on above hardware

- 10/2013 to 08/2014 **General I.T. Manager**
Yankee Clipper Distribution
- Managed, maintained, & improved end-to-end I.T. environment spanning 3 facilities, each over 250,000 sq/ft.
 - Implemented infrastructure upgrades resulting in demonstrable cost savings.
 - Streamlined operations with respect to I.T., adding overall value to company.
- 10/2011 to 08/2013 **Level II Engineer**
CATS Technology Solutions Group
- Actively managed entire I.T. environment of multiple firms.
 - Consistently complimented & asked for by name
 - Designed & implemented warehouse scheduling program using VB.net & SQL backend.
 - Designed & developed a high functioning, end-to-end intranet solution using Microsoft SharePoint Foundation
 - Maintained and monitored several server room environments, wired & wireless networks and other computing system infrastructures.
- 01/2007 to 05/2008 **EasyTech**
Staples
- PC/Laptop sales, diagnostic services, & repairs.
 - Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95%-100% on all calls (outperforming average of 90%).
- 06/2005 to 01/2007 **Assistant Help Desk Manager**
AllType Medical Transcription Services
- Managed nation-wide WAN & VPN.
 - Administrated Windows Server NT based LAN & Intranet.
 - Remote IT support of +100 nation-wide employees.

EDUCATION

2011 **Bachelor of Science: Management & Information Systems**
Montclair State University - Montclair, NJ

CERTIFICATIONS

- CompTIA Network+
- SonicWall Certified Support Engineer

SKILLS

Active Directory, Disaster Recovery, Disaster Risk Reduction, DNS, Enterprise Architecture, Fault Tolerance, Group Policy Implementation, High Availability Architecture, Integration, Link Aggregation, MDM, Microsoft Servers, MS Exchange (on-prem, hybrid & hosted), Network Administration, Network Load Balancing, Network Security, Process Security, Sonicwall/Cisco/Meraki/Extreme, Storage Administration (Dell, HP, Qnap, Synology), System Administration, System Deployment (unattended network install), Telecommunications / VPNs, Virtualization / Virtual Infrastructure (VMware & Hyper-V) & VoIP