

# Matthew Anthony Jimenez

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## SKILLS

- Fluent in Spanish (Speak, read, write/type)
- Networking and protocols
- OS X | Windows | iOS | Android
- Customer service
- Meticulous
- Organizational Skills
- Outstanding people skills
- Problem-solving abilities
- Documentation and reporting
- Project management
- Proficient in using cyber security tools
- Working with project sites such as TryHackMe, HTB, and others
- Proficient in Microsoft Applications
  - Office 365, Windows & Server OS
- Excellent communication abilities
- Issue resolution
- Experience with Atlassian products
  - Jira, Confluence, Bitbucket, and others

## EXPERIENCE

### IT Security Analyst

Allied Universal (via Robert Half) | Dearborn, MI

May 2023 - June 2025

- Aid internal customers with software and hardware issues and questions.
- Configure and maintain hardware including PC, notebooks, printers, etc.
- Provide training and documentation for Allied Universal Security Services standard and custom applications.
- Assist with various projects and support as assigned.
- Maintain network security, User account creation/administration.
- Assist network operations in maintaining network connectivity.

### Sr. End User Support Specialist

Rivian | Plymouth, MI

May 2021 - Feb 2023

- Help with licensing and setups for Microsoft 365, Teams, and SharePoint

- Using Active Directory and other technologies, provide Account Management support, such as password resets, profile adjustments, account setups, creation and modification of distribution lists, security groups, and email contacts.
- Configure, identify, troubleshoot, and purchase replacements for a wide range of peripheral devices.
- Initial iOS/Android (BYOD) device setup, configuration, and upgrades
- For both on-site and off-site users, offer remote help.
- Assist customers on remote work software such as Zoom, Autodesk, SolidWorks, Atlassian (Jira/Confluence), Tableau, and Slack
- Create, edit, and close ServiceNow tickets as needed, and escalate issues or requests as required.
- Create and maintain technical and standard operating procedures in ServiceNow, as well as support documentation.
- Microsoft Exchange Mailbox initial setup, configuration, and troubleshooting
- Microsoft Office365 and Office products should be troubleshot and repaired.
- Network drive mapping, removal, and troubleshooting.
- Inform non-technical staff of technical difficulties.
- Setting up and troubleshooting the software that Rivian supports for virtual environments.
- Mac, Windows 10 and 11, Microsoft Office programs, and local and network printers troubleshooting.
- Assist with the Creation/Management of Atlassian projects or pages.
- Troubleshoot live issues with End Users in a live chat module from ServiceNow.
- Knowledge of SOX compliance

## T1 Support Engineer

**Integritek | Covina, CA**

**June 2019 - Mar 2021**

- Receive and make calls to clients based on a ticketing system.
- Ensure to provide the best support for day-to-day issues.
- Create, troubleshoot, and close issue tickets for clients. Escalate when needed or when eligible troubleshooting has been completed.
- Travel to customer locations to further troubleshoot the issues with their machines.
- Quote parts and replacements for parts for all clientele.
- Troubleshooting of Windows 10, Microsoft Office applications, and local/network printers
- Initial setup, configuration, and upgrades of government IOS/Android Devices
- Provide remote and in-person support for local and off-site users.
- Management of Active Directory Users and Computers (ADUC)
- Installation and configuration of computer/handheld device's software and hardware
- Configure, diagnose, troubleshooting, and replace a large variety of Peripheral Devices
- Assist customers with remote work software such as Zoom, GoToMeeting, Webex, GoToWebinar
- Create, modify, and close tickets in ConnectWise; escalate problems/requests that cannot be resolved by Tier 2 to Tier 3
- Troubleshoot /Repair Microsoft Office365 and Office products.
- Mapping /Removing /Troubleshooting network drives.

- Adhere to Help Desk metrics ensuring that SLAs are met.

#### Key Accomplishments:

- Significantly increased core skills with communication and assistance with existing and new clients
- Surpassed expectations during quarterly review

## L1 Service Desk Analyst

**Taco Bell Corp. | Irvine, CA**

**Aug 2017- June 2019**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Provide first line analysis and resolution of escalated problems - including using basic operating system commands to resolve software application problems as well as hardware problems.
- Troubleshoot first level calls as volume dictates.
- All troubleshooting is completed remote; 90% via phone, 10% via email and chat support.
- Defuse confrontational calls Perform remote dial-in connection to resolve issues.
- Monitor the problem queue and help resolve outstanding issues (conducting outbound calling as appropriate)
- Manage and prioritize work activities with minimal supervision to meet continuous deadlines which directly impact field operations.
- Follow up with vendor to assist with dispatching hardware/broadband issues and confirm break fix completion.
- Install, modify, and repair computer hardware and software.
- Install computer peripherals for users via phone guidance with step-by-step procedures.

## Computer Support Engineer

**Pricon Enterprise Technologies | Anaheim, CA**

**Oct 2014 - Aug 2017**

- Troubleshooting of Windows 7 and 10, Microsoft Office applications, and local/network printers
- Initial setup, configuration, and upgrades of government IOS/Android Devices
- Provide remote and in-person support for local and off-site users.
- Management of Active Directory Users and Computers (ADUC)
- Installation and configuration of computer/handheld device's software and hardware
- Configure, diagnose, troubleshooting, and replace a large variety of Peripheral Devices
- Assist customers with remote work software such as Zoom, GoToMeeting, Webex, GoToWebinar
- Create, modify, and close work orders and forms; escalate problems/requests that cannot be resolved by the main technician to secondary or higher-level tech/Admin.
- Troubleshoot /Repair Microsoft Office365 and Office products.
- Mapping /Removing /Troubleshooting network drives.

- Work with third parties for Vendor specific parts and replacements.
- Travel to locations designated for work orders and requested setup projects.

## EDUCATION

Cyber Security Content Creator/TA (Continuing Education)

### **Correlation One | May 2023 - Oct 2024**

- Developed curriculum and instructional materials for a Cybersecurity training program.
- Collaborated with the content team to ensure high-quality standards and timely delivery.
- Reviewed and refined course materials for accuracy and clarity.
- Engaged in weekly and ad hoc meetings to guide the development process and address queries.
- Assisted in project management and ensured timely delivery of course materials.
- Worked closely with the project team to meet established deadlines and project milestones.
- Completed the Correlation One Cybersecurity Content Creator program.

### **Correlation One (Cybersecurity) | Nov 2022**

#### **CompTIA Security+ CE | Feb 2023**

- Completed the CompTIA Security+ certification.
  - Acquired the foundational knowledge and skills required for a career in cybersecurity.
  - Developed a strong understanding of security principles, protocols, and best practices.
  - Gained hands-on experience in network security, threat detection, and incident response.
  - Acquired the ability to identify and mitigate security vulnerabilities.
  - Developed a strong problem-solving and an analytical mindset.

### **Correlation One (Data Science & Programming) | Aug 2021**

- Completed the Correlation One Data Science & Programming program.
  - Acquired the foundational knowledge and skills required for a career in data science and programming.
  - Developed a strong understanding of data analysis, visualization, and machine learning.
  - Gained hands-on experience in Python programming, data manipulation, and statistical analysis.
  - Acquired the ability to extract insights from data and communicate findings effectively.

**Mayfield College | CST License | July 2014**

**Cathedral City High School | GED | July 2007**