

Mathew Gajewski

www.MathewGajewski.com | www.linkedin.com/in/drpcrepair | www.MathewGajewski.com/reviews

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I.T. Professional & Aspiring Network Administrator

Highly adept, results driven I.T. Specialist with a solid academic background in Information Technology. More than fifteen years of increasing responsibilities in I.T. has helped produce a well-rounded set of technical skills. Strong professional record of accomplishment in addressing a wide variety of software and hardware related issues. Demonstrated success in ensuring the smooth running of various networks. Proven strong diagnostic, prioritization, communication, and leadership skills. An exceptional communicator, focused on building positive relationships with clients and coworkers.

Technical Skills & Experience

- **Operating Systems:** Windows: XP/Vista/7/8/10/11, Server 2003/2008/2012/2016, macOS, Linux
- **Software:** Trend Micro, SentinelOne, Cylance, LabTech, ConnectWise, ScreenConnect, TeamViewer, VMWare Player, Active Directory, Microsoft Office, ThreatLocker, 1Password, Workplace, Office 365
- **Other:** Firewalls, switches, Auvik, Meraki, VPNs, AzureAD, IT Glue, AppRiver, Fusion/MegaPath

Certifications

Jan 2017 | Datto | Technical Specialist II

Jan 2022 | CompTIA | Network +

Oct 2021 | Microsoft | Certified Teams Administrator

Sept 2021 | SonicWall | SonicWall Network Security Administrator

Education

Sept 2012 – May 2014 | KEAN UNIVERSITY – Union, NJ | B.S. in Information Technology

- Earned a 3.26 out of 4.0 G.P.A. upon graduation.

Sept 2009 – May 2012 | BROOKDALE – Lincroft, NJ | A.A.S. in Network Information Technology

- Obtained a Computer Repair and LAN/WAN Technician Academic Credit Certificate.
- Dean's list and Phi Theta Kappa Honor Society upon graduation with a 3.6 out of 4.0 G.P.A.

Experience

April 2018 – Present | Help Desk

Two River Technology Group | Holmdel, NJ

- Surpassed customer service expectations by responding to customers quickly and effectively both remotely and on-site.
- Contributed to overall company success by training coworkers on an as-needed basis.
- Decreased overall ticket completion time by energetically handling numerous tickets and assisting colleagues with their workload.

Sept 2015 – April 2018 | N.O.C. Engineer, I.T. Specialist

Real Time Consultants | Kenilworth, NJ

- Boosted company revenue and customer satisfaction by implementing new RMM software (Auvik).
- Enhanced efficiency and decreased downtime by 25% for 100+ networks and 2100+ machines.
- Improved user productivity by up to 50% via scripting, troubleshooting, and repair methods.
- Reduced overall ticket completion time by effectively overseeing a daily report system.
- Increased company savings by proactively addressing technical issues.

March 2006 – September 2012 | Technical Support Specialist

Accelsior Inc. | Port Monmouth, NJ

- Provided customer service and remote/on-site I.T. support for all residential clients.

Volunteer Work and Activities

May 2012 – January 2015 | Web Design

Project PAUL | Keansburg, NJ

- Redesigned Project PAUL's website to meet various needs.