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Matthew Rodgers

CAREER PROFILE

IT Customer Support Specialist and Technician, and Sales professional with experience solving complex problems for businesses of various sizes, including Fortune 500. Pioneered major process improvement initiatives, including the roll out of a new Service Desk application which streamlined internal workflows, increased collaboration within and across teams, and better served customers. Created software which provided visibility into any team inefficiencies or under/over-staffing issues. And launched a knowledge base which significantly increased team productivity and significantly reduced customer downtime.

Core competencies: customer service, training clients and new hires, computer virtualization technologies, SQL databases, computer networking, containerizing computing workloads, Active Directory, Microsoft Exchange, cloud hosting, automating computing tasks (e.g., PowerShell), Customer Relationship Management software (CRM).

EXPERIENCE

Sales Advisor & Sales and Delivery Operations Advisor, Tesla, Inc. — *Urbandale, Iowa*

November 2022 – April 2024

- Established full sales coverage for Tesla in Iowa.
- Improved onsite lease document process to ensure a maximum success rate and customer experience, reducing errors that would require customers to come back to re-sign documents or sign missed documents.
- Improved vehicle preparation processes for new cars to minimize physical waste, therefore reducing costs of replacing supplies, and ensured proper use of products to ensure new cars will look their best.

IT Support Technician, Amazon.com — *Minneapolis, Minnesota*

June 2021 – June 2022

- Lead hardware deployment which enabled forklift drivers to apply destination labels to packages, saving 30 hours of labor over a 24x7 work week.
- Deployed solution to reduce damage to two-way radios used on forklifts, saving \$15,000 in recurring damages.
- Deployed, setup, and configured end user equipment critical to the launch of two new buildings, of their type, in Minnesota.

IT Support Specialist, Corteva Agriscience — *Johnston, Iowa*

December 2010 - January 2018

- Lead deployments of computing environments for 8 new laboratories, in 7 countries, resulting in an expansion of the global footprint by 80% to serve new markets and gain market share.
- Improved productivity significantly for various client processes by automating their Microsoft Excel workflows.
- Overhauled security access requests for multiple applications, resulting in robust audit trails and an improved user experience.
- Influenced over 15 projects as a subject matter expert, resulting in delivering critical functionality for various applications and processes.

Enterprise Applications IT Intern, Burns & McDonnell — *Kansas City, Missouri*

May 2010 - August 2010

- Expanded a custom built, electronic building directory to include a new satellite office, enabling employees to efficiently locate conference rooms, printers, or people at the new location.
- Implemented automated data exports of demographic information on contracted projects, resulting in improved business intelligence about those markets.
- Constructed solution to transfer contract project data from legacy mainframe to modern database server architecture, resulting in the retirement of the mainframe and achieving reductions in IT operating costs.

Computer Technician, Computer Medics — *Des Moines, Iowa*

May 2007 – August 2007

- Deployed new anti-virus offering, resulting in reduced operating costs for customers and increased sales income for Computer Medics.
- Overhauled technology solutions for a business during a facility renovation, resulting in the transformation of the employee and customer experience.
- Executed the installation of equipment to a new facility ahead of schedule for a radio station, resulting in a quicker return to operations for the business.

EDUCATION

Iowa State University — *Ames, IA*

Bachelor's Degree, College of Business — Management Information Systems

SKILLS

Operating Systems: Microsoft Windows, Windows Server, Linux Server, Mac OS, iOS, Android

Systems Administration: Active Directory, Microsoft Exchange, Hyper-V, PowerShell, Microsoft Azure, Apache Http Server, Docker, Ansible, Desired State Configuration, DNS, Group Policy, Vagrant, YAML, JSON, Jinja, SQL, C#, Python

Applications: Atlassian JIRA, HP Micro Focus Service Manager, Visual Basic for Applications (VBA), Loftware Print Server and Label Manager

COURSEWORK

Completed coursework involving virtual machines, active directory, databases, mail servers, networking, storage, containerization, infrastructure as code, and cloud technologies.

PROJECTS

Microsoft Azure, create resources using Ansible

- Completely automated deployment of a computing environment with a running virtual machine.
- Executed the automated tasks within the Windows Subsystem for Linux on my personal computer.

Microsoft Windows Active Directory, creating a multi-domain, multi-site domain

- Created domain environment in Hyper-V with 3 sites with routing provided by a Remote Access server.
- Created two-way transitive forest-to-forest trust between the two domains. Also, created a DNS conditional forwarder in each domain, so both domains can resolve DNS queries for records in the other's domain.

Microsoft Exchange Server, client access setup and hierarchical address book

- Setup certificate for Exchange server for client trust and Kerberos authentication to eliminate many or all clients connecting to one Exchange server.
- Created hierarchical address book to represent the organizational structure of people in a business.

EXTRA-CURRICULAR ACTIVITIES

Volunteer, UnityPoint Health — *Des Moines, Iowa*

January 2018 - January 2021

- Ensured safety of elderly clients living alone by calling their phone each morning, resulting in peace of mind for the hospital volunteers and staff, and the client's friends and family.
- Assisted visitors with finding/arriving at their destinations, by escorting them to their appointments or to patient floors/rooms.