

# Matthew James Klein

## Information Technology Professional



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 Dallas, TX

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### PROFILE

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IT professional with a background in systems administration, user support, and technology implementation. Combines hands-on technical experience with a degree in corporate communications to deliver practical solutions, improve workflows, and strengthen cross-department collaboration. Seeking opportunities to contribute to a team where technical expertise, adaptability, and problem-solving can drive organizational success.

### SKILLS

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- Linux/Windows tools & administration
- General understanding of the following: Cloud Computing, Powershell, Python, Bash, C++, SQL, Lua, & basic red team tools
- Clear and Empathetic Communication
- Employee/Client Onboarding & Training
- Cross-Functional Communication
- Networking tools, ports, configuration, & networking solutions
- Client-Focused Technical Support
- Troubleshooting/Conflict Resolution
- Remote Support & Collaboration
- Process Improvement & Documentation

### PROFESSIONAL EXPERIENCE

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#### **Progressive Supply, Systems Administrator**

Mar 2021 – present | Remote

- Deployed company-wide security improvements including MFA, password policies, Microsoft Exchange Online Protection, and N-Able, reducing phishing risks and unauthorized access incidents by 70%
- Migrated 100% of company data to OneDrive and QuickBooks Online, cutting data redundancy and saving ~\$5,000/year in storage overhead.
- Sole point of contact for IT support (remote & on-site); resolved 95% of issues without escalation.
- Documented IT processes and created user-friendly guides, reducing repeat support requests and empowering users with self-service solutions.

## **Masterschool, Academic Support - Cybersecurity**

Feb 2023 – Jan 2024 | Remote

- Provided academic support to 150+ Cybersecurity Bootcamp students across diverse technical topics.
- Covered IT Fundamentals, Linux, Windows, Networking, Cloud (Azure), Bash/Python scripting, Application Security, Threats & Vulnerabilities, Incident Response, GRC, and Cryptography.
- Resolved 50+ student inquiries per week; escalated complex administrative tickets to senior staff.
- Delivered clear, empathetic support via chat and email, enhancing student satisfaction and retention.
- Collaborated with instructors and support staff to ensure timely resolution of student issues, maintaining a high standard of academic service and responsiveness.

## **5G Studio Collaborative, IT Systems Manager**

Jul 2018 – Feb 2021 | Dallas, TX


- Managed IT operations across 5 entities; standardized hardware/software stack, reducing new employee onboarding time from 4 days to <1.
- Eliminated reliance on external MSPs, leading to ~\$30,000/year in support savings and improved response times by 60%.
- Developed immersive VR application using Unreal Engine 4 and 3DS Max for client design walkthroughs on Oculus Quest, used in multiple major architectural presentations.
- Led help desk, server maintenance, procurement, and security operations for a 70+ user environment.
- Supported end users with technical issues, maintaining a high satisfaction rate through timely, clear, and personable support.

## **CERTIFICATIONS**

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**Security+ (Plus), CompTIA** 

Jul 2021

**Cisco Packet Tracer, Cisco** 

Dec 2023

**Foundations of Operationalizing MITRE ATT&CK, AttackIQ** 

Oct 2023

## **EDUCATION**

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**Bachelor of Arts | Corporate Communications,**  
*Baylor University*

May 2018 | Waco, TX

**Cybersecurity Professional Development Program,**  
*Masterschool*

Jul 2022 – Dec 2022