

Matt Mullins

1524 St Clair Ave, Cincinnati OH 45231

(513) 324-8111

mattaustinmullins@gmail.com**About Me:**

I am an experienced IT professional with a background in academic IT, skilled in system administration, user support, and technology-driven improvements. I love meeting new people and consider myself the opposite of the traditional IT stereotype. My main career goal is to use the knowledge I've gained from both my education and prior work experience to make a positive impact on the lives of those around me.

Education:

University of Cincinnati

2019

Bachelor of Science in Information Technology

- Completed courses in multiple fields including:
 - System Administration
 - Application Development
 - Computer Networking
 - Database Administration
 - Web Development

Experience:**University of Cincinnati, College of Nursing**

System Administrator II (Oct 2022 – Present)

- Administers large-scale systems and services such as print servers, file storage servers, and web servers
- Responsible for endpoint management of all CON-owned computers and mobile devices using automated administration platforms such as Jamf and Microsoft Endpoint Configuration Manager
 - Procurement and configuration of new computers for faculty and staff
 - Application and OS patching/updates
 - Content delivery and accessibility
- Manages CON's inventory of AR and VR devices, including UC's only XR device management platform
 - Assists CON faculty, staff, and students with VR/AR case studies aimed at augmenting the nursing simulation experience
- Assists with resolution of advanced/tier 3 IT incidents
 - Utilizes the ServiceNow platform for incident and service request management
- Serves as subject matter expert for College of Nursing IT systems and processes when advocating to central University IT
- Responsible for software procurement and purchasing for applications used at the College of Nursing
 - Facilitates ongoing communication with external vendors to ensure application reliability and efficacy
- Collaborates with teams/units in other colleges on projects that create new tools, processes, and opportunities for members of the UC community
- Manages CON-IT student workers and Co-Op students, fostering a culture of professionalism and expertise. This includes hiring, daily guidance, and career planning for all CON-IT student workers

University of Cincinnati, Learning Technology Support (LTS)

Computer User Support Specialist I (April 2017 – Oct 2022)

- Supported UC faculty, staff, and students experiencing eLearning-related technology issues
- Provided administration for large-scale, 'mission-critical' applications used daily by faculty, staff, and students
 - Maintained automation of user account creation and enrollment data via Microsoft SSIS
 - Created custom SQL code for case-by-case enrollment needs
- Analyzed support data to identify trends and knowledge gaps
- Trained LTS student workers, Co-Ops, and new full and part-time employees

- Assisted in fostering a partnership between Instruction and the University of Cincinnati
 - Participated in bi-weekly meetings with UC's Instructure Customer Success Manager
 - Identified areas of growth for both phone and chat tier 1 advisors
- Engaged with both internal and external committees
 - Chair, UC Video and Digital Media Subcommittee 2021-2022
 - Chair, IT@UC Social Committee 2018-2019
 - Voting Member, IT@UC Staff Council 2019-2021

University of Cincinnati, Learning Technology Support

Student Support Technician (Sept 2015 – April 2017)

- Served as the main point of contact for Learning Technology Support service requests
 - Course re-enables
 - Organization creation and enrollment
 - Meta course creation

University of Cincinnati, College of Nursing

Student Support Technician (Dec 2013 – Sept 2015)

- Assisted all UC College of Nursing faculty, staff, and students with technology issues via email, phone support, and in-person troubleshooting
- Maintained classroom and laboratory technology including:
 - Projectors
 - Simulation manikins
 - A/V equipment
 - Classroom computers
- Maintained a standard OS image to ensure a common platform among faculty computers
- Trained newly hired students and Co-Ops
- Organized and properly disposed of excess technology resources

Technical Skills:

- Comprehensive understanding of system administration tasks and processes
 - Server configuration and ongoing maintenance (Windows/Linux)
 - Endpoint management via automated tools (MECM/Jamf)
 - System security integrity and vulnerability remediation
 - Computer networking
 - Root cause analysis and incident resolution
 - Active Directory administration
- Hands-on experience with AI tools such as OpenAI's ChatGPT and Microsoft's Copilot
- Building and troubleshooting computers (Windows, macOS, Linux)
- Adept at installing and maintaining Audio/Video equipment (PCs, Projectors, Speakers, etc.)
- Expertise with Microsoft 365 Tools (Word, PowerPoint, Excel, etc.)
 - Proficient with Microsoft business applications such as Teams, OneDrive, etc.
- Self-taught knowledge of various creativity-focused applications
 - Blender (3D Modeling)
 - Adobe Photoshop/Lightroom CC
 - Adobe Premiere Pro CC
- Minor computer programming and web design experience
 - Java
 - C#
 - Python
 - HTML/CSS

Professional Skills:

- Experience with large-scale IT business processes
 - Risk management/remediation
 - IT Service Management (ITSM)
 - IT governance/compliance
 - Data reporting/trend analysis
 - Vendor management
 - Resource planning
- Ability to articulate complex information using user-friendly verbiage
- Social and Outgoing
- Basic knowledge of American Sign Language and traditional Japanese

Achievements:

- **Jamf Certified Technician** - Demonstrated expertise in macOS and iOS management, Jamf Software [June, 2024]

- Rota, M., Catalano, L., **Mullins, M.**, Lopez Rosado J., Muncy D. Creating Immersive Nursing Simulations Using Virtual Reality. University of Cincinnati Board of Trustees Meeting, Cincinnati, Ohio, August 2023.
- Foster, P., Zlatic, D., Collins, C., **Mullins, M.** Using 3D Printing to Visualize Student Activity in Blackboard. Ohio Higher Education Computing Council Conference, Cleveland, Ohio, May 2016.