

MATTHEW CURTIS

EXECUTIVE IT SUPPORT SPECIALIST

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SKILLS

// TECHNICAL

ServiceNow (SNOW) Incident & Asset Management

Audio / Video Systems Support

Intune / Workspace ONE (WS1)

Windows & MacOS Support

Azure AD / Active Directory

Endpoint Lifecycle Management

Networking (Switches, Port Tracing, TCP/IP, DNS, DHCP)

// PROFESSIONAL

Office 365 / Microsoft 365

Executive (C-Suite) Support

Vendor Coordination (Apple, HP, Microsoft, Intune)

ITIL 4 Service Management

Process Improvement and Documentation

EDUCATION

Information Tech Generalist
US Department of Labor

ITIL 4 Foundation
PeopleCert

Google IT Support Professional

Associate of General Studies
Union County College
2016-2018

High School Diploma
Roselle Park High School
2012 - 2016

WORK EXPERIENCE

// SENIOR IT TECHNICIAN

L'ORÉAL | 2025 - Current

- Resolved high-volume Tier 1 and Tier 2 (L1/L2) requests across hardware, software, and networking domains via ServiceNow, maintaining a 100% customer satisfaction rating.
- Fulfilled C-suite executive needs during high-profile meetings or when requiring immediate technical assistance due to time or legally sensitive matters, ensured high accuracy to prevent revolving issues.
- Provided hands-on support in MDF/IDF environments, including switch checks, port tracing, and structured cabling routing.
- Took ownership of complex, out-of-scope issues in cloud, networking, and external SaaS systems to grow collaboration between teams.

// INDEPENDENT IT CONSULTANT

Self | 2025 - Current

- Led full workstation infrastructure upgrade for accounting firm (*Aprio, Scotch Plains, NJ*), replacing legacy systems with standardized dual-monitor configurations using DisplayPort MST; included OS configuration, hardware standardization, and full system validation; Zero post-deployment support incidents.
- Resolved large-scale network instability for prime marina infrastructure (*Liberty Landing, Jersey City, NJ*) by replacing and reconfiguring Cisco hardware across 12+ distributed network nodes in a 1-mile coverage area; eliminated recurring outages and improved operational reliability.

// TECHNOLOGIST

PriceWaterhouseCoopers (PWC) | 2023 - 2025

- Managed on-boarding and off-boarding processes for interns and direct employees, provisioning assets and access through AD, Azure, and ServiceNow. Helped with streamlining easier workflows to support and eventually became first contact for any arriving new hire after HR.
- Utilized Microsoft Intune and Workspace One (WS1) for Mobile Device Management across the enterprise environment of 8,000+ assets within our locality/region. Liaised with global teams when needed if employees were leaving for external engagements to get them set up.
- Delivered cross-site IT support spanning 4 tri-state locations, resolving critical incidents and maintaining an operational "all green" status for services or network connectivity within unmanned offices.
- Supported A/V setup for enterprise meetings with 250+ attendees, including Crestron configuration, display/sound testing, and connectivity.
- Coordinated with vendors (HP, Apple, Microsoft) for asset life cycle management, repairs, and product testing. Performed self-led repairs as necessary for time sensitive issues like liquid spills or accidents.