

## **MATTHEW P. WALTERS**

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### **QUALIFICATIONS SUMMARY**

Versatile Information Technology professional with project management experience, cross-departmental coordination ability, broad computing expertise, help desk-based client support skills, and workflow process development expertise. Skilled communication coordinator, team builder, and problem solver for both a Fortune 500 manufacturer and a consulting firm providing Internet managed support services.

### **PROFESSIONAL EXPERIENCE**

**Technical Project Manager/Lead Consultant** January 2000 – March 2002  
**divine Managed Services** formerly marchFIRST McLean, VA

- ◆ Led installation of Remedy incident management tool, ensuring the smooth operation of Change Management and Incident Management for internal operations. Created related web-based documentation and training.
- ◆ Supervised projects in the creation of a network operations center, including the installation of an Avaya telephone system with call center and voice mail systems, creation of workflow and change management processes, and the organization of company training sessions.
- ◆ Team lead in the planning of internal support for new service offering strategy. Developed engineering design, monitoring specifications, installation and testing timelines, and identifying team players.
- ◆ Developed and implemented intranet site to facilitate and coordinate internal support operations. Designed layout of site to manage information for security and operations audits, and contain data for support, engineering designs, and contact information.
- ◆ Facilitated external operations audits for the leading airline industry e-commerce site, requiring the coordination of client, audit teams, and internal support staff.
- ◆ Conducted and delivered an operational and budget feasibility study for a European data center venture.

**Data Warehouse Programmer** September 1998 – January 2000  
**PPG Industries, Inc.** Pittsburgh, PA

- ◆ Created databases storing purchasing and inventory data from an Oracle Financial system by creating and modifying SQL programming and UNIX shell scripts.
- ◆ Coordinated and led requirement and data validation meetings with a cross-functional team consisting of users and developers.
- ◆ Supported internal clients using Oracle Financial applications on an Oracle database using SQL tools such as SQLPlus, SQL Navigator, ODBC, Microsoft Query and Microsoft Access.
- ◆ Created and modified Oracle reports, queries, and views based upon client requests.
- ◆ Implemented and maintained a departmental Intranet site to reduce number of support calls. Created a system for downloading and automatically opening extremely large chapters of support documentation.

**Intranet Web Developer**  
**PPG Industries, Inc.**

December 1996 – August 1998  
Pittsburgh, PA

- ◆ Designed Intranet web sites using tools Microsoft FrontPage, Microsoft Visual Interdev, Adobe Photoshop, and WinZip Self-Extractor.
- ◆ Created and documented company standards for Intranet web page design and helped internal customers adhere to the new processes.
- ◆ Launched and led a monthly user group meeting for Intranet web page developers and provided end-user support on web design tools and general Internet use.

**Help Desk Project Leader**  
**PPG Industries, Inc.**

December 1994 – December 1996  
Pittsburgh, PA

- ◆ Assembled, managed, and motivated a telephone-based, first-level PC support team consisting of six contract people.
- ◆ Installed incident tracking software and a telephone call distribution system to measure support quality.
- ◆ Created team policies and standards to ensure timely and accurate customer support.

**Help Desk Support Contractor** (PPG Industries, Inc.)  
**Professional Services Group**

April 1993 – December 1994  
Pittsburgh, PA

- ◆ Developed and taught computer classes to company executives and external sales people.
- ◆ Provided end-user support for company standard Windows and Macintosh applications.
- ◆ Recreated and distributed company-wide electronic versions of standard company forms and manuals programmed in Microsoft Office applications.

**Computer Support and Retail Sales**  
**MicroAge Computer Store**

August 1989 – April 1993  
Pittsburgh, PA

- ◆ Generated sales for IBM-compatible and Apple Macintosh personal computers and networks. Sold and installed Lucent business telephone systems.
- ◆ Provided end-user training and technical support.

**TECHNICAL SKILLS**

Experience with: Remedy, Oracle Financials application with Oracle database, HP OpenView ServiceDesk, Windows NT/2000, UNIX (HPUX, Solaris), HTML, ASP, SQL

Applications: Microsoft Access, Adobe Acrobat, Microsoft Excel, Microsoft FrontPage, Microsoft Outlook, Adobe Photoshop, Microsoft PowerPoint, Microsoft Project, Microsoft Visio, Microsoft Word, Meeting Maker Scheduler

**EDUCATION AND CERTIFICATIONS**

**Bachelor of Science: Information Science**

University of Pittsburgh, 1989

**ITIL Service Management Essentials**

March 2000

*References and work samples are available upon request*