Matt Russi

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Work Experience

System Administrator

E*TRADE Financial

September 2013 - Present

- Monitor, repair, and optimize UNIX/Linux OSs, hardware and application performance on over 4700 production servers
- Perform application upgrades, identify and troubleshoot issues that involve Apache, RabbitMQ, Tomcat and Tuxedo
- Led the Operations team in creating deployment procedures for new dual datacenter
- Alleviate false alarms and minimize recurring issues in order to provide reliable operations
- Coordinate teams to execute tasks properly in order to mitigate risk and impact
- Identify tasks which require automation and deploy processes to reduce need for human intervention

IT Help Desk Manager

City of Tallahassee – City Hall

August 2011 – September 2013

- Managed 11 employees on handling IT Help Desk end-user support tickets and phone calls
- Managed 5 employees during two annual deployments of 650+ new PCs
- Provided IT Help Desk customer service support for over 2000 employees
- Interviewed, hired, and trained all employees for the Help Desk
- Created and implemented documentation system using MediaWiki for proper dissemination of information

Education

January 2011 – May 2013

Florida State University (FSU)

B.S. Information Technology

Achievements

E*TRADE Financial

- 2014 LEAP Award - Exemplifies Leadership, Execution, Achievement, and Performance

Florida State University

- 3.98 GPA
- 2012 & 2013 College of Communication and Information - Academic Leadership Award – Top Undergraduate Student
- Gene T. Sherron Award – Given to the most outstanding student who excelled in academics, research and service
- Garnet and Gold Scholar Society – Student leader in the areas of Internship, Leadership and Service

Leadership

STARS (Students & Technology in Academia, Research & Services) Alliance

Project Manager (July 2011 – August 2013)

- Served over 500 hours in community service of education, recruiting, and outreach
- Presented at two national conferences on encouraging colleges to partner with local area schools to promote technology

FSU College of Communication and Information (CCI) - Student Leadership Council

President (August 2012 – May 2013) | Member (August 2011 – July 2012)

- Led as President in organizing student and alumni events to help cultivate the College's community
- Served as an ambassador for CCI at University and College functions
- Coordinated four annual BBQs and Ice Cream Socials for students, family, and alumni averaging 200+ attendees

Languages and Technologies

Apache, CBSS, CentOS, Control-M, Git, HTML, KSH, MariaDB, MediaWiki, Memcache, MySQL, Nagios, Netscaler, nginx, OS X, oVirt, PHP, Puppet, Python, RabbitMQ, RHEL, SVN, Tuxedo, Ubuntu, VMWare, Windows