
MATTHEW MATTOZZI
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Cybersecurity TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

Results-oriented and adaptable **Cybersecurity Professional** with experience in customer service, technical support, PC maintenance, and system administration. Possesses adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

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|--|---|---|
| <input type="checkbox"/> Help Desk Ticketing Systems | <input type="checkbox"/> Phone & Online Support | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Problem Diagnosis | <input type="checkbox"/> Office 365 Support | <input type="checkbox"/> Complaint Handling |
| <input type="checkbox"/> Technical Troubleshooting | <input type="checkbox"/> Vulnerability Management | <input type="checkbox"/> Information Security |

TECHNOLOGY PROFICIENCIES

Ticketing: Freshdesk, Jira Service Desk
Software: Office 365, Outlook, Zoom, C++, Python, pfSense, Wireshark/tshark, NMAP, Metasploit
Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, Brave
Networking: LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS, 802.11 wireless networks, Firewalls
Platforms: Linux, Unix, Windows 10, Android, Chrome OS, Google Cloud Apps, VMware Horizon, Windows 7, Windows Server 2016

SYSTEM ADMINISTRATION EXPERIENCE

VMware Horizon| Hands-On Virtual Labs

- Understood and operated in a topology utilizing several different Virtual Machines, including Windows 10, Windows 7, Ubuntu, Kali, Windows Server 2016
- Performed traffic tracing and analysis using tools Wireshark/tshark.
- Setup pfSense Firewall and used NMAP to locate possible vulnerabilities.
- Performed penetration testing using the Metasploit Framework.
- Utilized common software reverse engineering tools to analyze malware.
- Used various tools to crack and decrypt Wi-Fi traffic.

WORK EXPERIENCE

PATIENT FIRST, CHESAPEAKE, VA

03/2020 – Present

Medical Laboratory Technician

Key Contributions:

- Perform all laboratory tasks in an autonomous capacity
- Provide effective patient care in an environment focused on speed and quality
- Maintain qualifications and continued-education training required for the field
- Perform necessary maintenance and quality control on all laboratory equipment

UNITED STATES NAVY

U.S. Navy Hospital Corpsman

3/2015 – 3/2020

EDUCATION & CREDENTIALS

MLT (ASCP)

Currently dual majoring in Computer Science and Cybersecurity

Old Dominion University, Norfolk, VA

Associate degree

GERMANNA COMMUNITY COLLEGE, FREDERICKSBURG, VA