

# Matthew Percy

## Professional Summary

IT professional with experience in system administration, network infrastructure, software development, and project management. Demonstrated expertise in implementing cost-saving solutions and improving operational efficiency through automation and streamlined processes. Proven track record in managing IT infrastructure for a high-volume educational organization. Seeking a challenging role in IT to utilize technical knowledge to develop solutions that meet the needs of users and businesses.

## Technical Skills

**Programming Languages:** C#, C++, C, Java, Python, HTML, CSS, JavaScript, TypeScript, Bash, Powershell

**Frameworks:** Flask, Vue, Node.js, Express.js, Drupal

**Database Technologies:** MySQL, MariaDB, MSSQL, PostgreSQL, MongoDB

**Server Administration:** VMware, Veeam Backups, Active Directory, Exchange, Linux, Windows Server

**Tools & Technologies:** Git, Docker, Selenium, Raspberry Pi, Microcontrollers, Azure, S3, Vercel, MDM Solutions, Apache, SSH, VPN, DNS, SSO, Regex, Insomnia, Postman, SSMS, CMS, ArcGIS

## Work Experience

### Lead IT Systems Manager

**Young Drivers Of Canada | Woodbridge, ON | July 2023 - Present**

- Manage the IT infrastructure that serves over 30,000 students annually
- Developed comprehensive documentation outlining IT procedures and protocols to ensure operational continuity
- Achieved a 15% cost reduction on Microsoft 365 Licensing via a Microsoft Solutions Partner
- Consolidated licensing of Dropbox, Slack, and Smartsheet into equivalent Microsoft 365 products
- Achieved significant cost savings by monitoring and cleaning up Bell data plans, reducing monthly expenses by more than \$2500
- Implemented and verified integrity of disaster recovery plan, ensuring business continuity and data security
- Successfully managed the migration of a legacy Sage Accpac ERP database and associated files to an updated version, maintaining data integrity and minimizing downtime
- Facilitate collaboration and communication between internal teams and third-party providers, ensuring seamless integration and alignment of services via API
- Strengthened security protocols through implementation of Two-Factor Authentication and encryption measures, safeguarding both employee and consumer data
- Oversaw the integration of JIRA into the customer service workflow, facilitating efficient issue tracking and resolution
- Utilize ArcGIS Esri's geolocation capabilities to automatically match students with the nearest instructor, with visual data available to customer service to assist callers efficiently
- Optimized bulk email delivery through the implementation of SendGrid
- Established automated notification system to promptly alert key personnel of any system outages or performance issues
- Leading efforts to maintain and improve the Business Management System to sustain its functionality and meet evolving business requirements

### Senior IT Systems Administrator

**Young Drivers Of Canada | Woodbridge, ON | February 2022 - July 2023**

- Automated the uploading of student records to the Ministry of Transportation, eliminating a 2-hour daily task and boosting operational efficiency.
- Expedited the migration of an on-premise Exchange Email server to Microsoft 365, ensuring a seamless transition with no downtime
- Developed an in-house intranet web application, unifying sites and services used by the company
- Rebuilt server room with new firewalls, switches, and servers, increasing redundancy and security
- Consolidated yd.com and my.yd.com into a cloud-based system, saving over \$2000 each month from Azure and data center costs
- Implemented and configured an MDM solution for over 200 driving instructor tablets, streamlining device

configuration and management

- Orchestrated the implementation of a dedicated cloud server, hosting a range of internal web applications such as an asset management, ecommerce for franchises, HR management, and intranet
- Revamped customer service operations by deploying a modern VoIP phone system, enhancing customer service and communication capabilities
- Integrated Single Sign-On functionality across applications, simplifying login procedures for end users

### **Senior Full Stack Developer**

**Cryptachi | Toronto, ON | June 2021 - January 2022**

- Developed a multi-cryptocurrency address management platform, allowing users to convert public keys from various cryptocurrencies into unique, easy-to-remember subdomains for receiving payments
- Created a dynamic and intuitive front-end experience, allowing users to easily generate and manage their personalized subdomains through a responsive, mobile-friendly interface
- Built custom API endpoints to allow users to link crypto wallet addresses with subdomains, enabling wallet lookups via DNS or QR codes for streamlined transactions
- Led the production release and deployment using local infrastructure, cutting hosting costs by \$250/month compared to cloud services
- Enhanced security by implementing DNSSEC to protect DNS records from tampering, ensuring the integrity and authenticity of user-submitted crypto addresses
- Implemented automated testing and CI/CD pipelines, ensuring the reliability and quick release of new features and bug fixes

### **IT Support Engineer**

**Cosmetica | Toronto, ON | December 2020 - September 2021**

- Provided timely resolution of technical issues, ensuring that all support tickets from staff were resolved within a 24-hour SLA to maintain operational efficiency
- Upgraded over 200 workstations from Windows 7 to Windows 10 in less than a month, resulting in a 15% decrease in support calls
- Cooperated in the restoration of vital servers and company data after a ransomware security breach
- Designed database software to allow IT personnel to keep track of over 400 important assets
- Upgraded network infrastructure, deploying new network switches and revamping cable management to improve network performance and reduce maintenance overhead
- Arranged the implementation of new office printers and a print server to save the company over \$50,000 a year in paper and toner costs
- Provisioned user accounts in Active Directory for new employees, ensuring proper setup of hardware and software to support their requirements
- Monitored and managed daily backups, ensuring the successful restoration of missing files requested by staff

### **Lab Facilitator**

**George Brown College | Toronto, ON | August 2018 - April 2019**

- Invigilated online tests for 400+ students in the computer lab during peak hours, ensuring a smooth exam environment
- Aid in the development of a web application to manage the exam credentials, replacing the paper-based system and reducing student wait times by 30%
- Identifying and addressing technical problems to ensure 0 interruptions in exam environment
- Collaborated with 7 other facilitators to enhance the overall student experience

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## **Education**

### **Computer Engineering Technology Advanced Diploma Program**

**Seneca College | Toronto, ON | September 2017- April 2020**

- Completing tasks, assignments, and improving knowledge of programming concepts in preparation of representing Seneca in the Ontario Skills Coding Competition
- Tutoring other students to help improve understanding of programming concepts