

Mateusz Rzepka

Summary

Results-oriented IT Support Coordinator and an upcoming undergraduate in IT with a rare combination of technical expertise and a dedication to service excellence. I look forward to expanding my proven ability to manage environments, enhance system performance, and empower users through effective training.

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Education

Kennesaw State University

*Bachelor of Science in Information
Technology*

*Concentration: Cyber Operations Security
(Graduation date: May 2025)*

University Achievements

Project manager of Owl Judge webapp

Dean's list | GPA – 3.74

| Spring 2023 | Fall 2023 |

| Spring 2024 | Fall 2024 |

Skills

*Windows | Linux | MacOS | Android | IOS |
Active Directory | DNS | VPN | Device
Management | Scripting | Python | Server-
Maintenance | Docker | Virtualization |
Troubleshooting | System Imaging | Google
Workspace | Documentation | Technology-
Training |*

Academic Projects

- Led a team of 4 to digitize the voting environment for Kennesaw State University in collaboration with USG, to supply the needs of 100 + students each & 10 + judges, each semester
- Liaised weekly with project sponsors, representing KSU
- Utilize modern-day tools, hosting the server on WSGI, utilizing Flask & PostgreSQL as the backend and integrating a front-end built with HTML, CSS, JavaScript & Redis for caching

Personal Projects

- Linux based photo server with automatic mobile device sync. Reverse proxied with caddy, accessible worldwide using Cloudflare's DNS service & encrypted using TLS/SSL
- Self-hosted advertisement blocking DNS sinkhole service, vastly improving network performance
- Self-hosted wire guard VPN to utilize the advertisement blocking sinkhole service worldwide
- All projects are dockerized and run on a headless Ubuntu machine

Experience

IT Support Coordinator

*Clarke County School District | Classic City High School | Athens, Georgia |
| January 2024 – Current |*

- Manage and maintain fleet of ~300 devices across multiple platforms (Chrome OS, iOS, Windows), achieving 99% uptime through proactive maintenance
- Provide front-line technical support to students, faculty, and parents (resolving ~20+ support requests per week) while maintaining high end-user satisfaction
- Communicate with the district IT team to aid with support tickets and ensure a seamless information transfer
- Led the implementation of a 1:1 infrastructure update, training 30+ staff members on classroom technology integration, reducing classroom technology related help desk tickets by 21%
- Oversee the deployment, collection, and inspection of all school devices, ensuring each device is accounted for, by utilizing a custom device ID based database, as well as functional for the next term
- Prioritize and expedite critical IT issues impacting classroom instruction, minimizing downtime and ensuring continuity in teaching and learning
- Provide remote technical support to parents, students, and WFH administration, ensuring resolution within 2 hours 100% of the time

Technical Proficiency

- Advanced troubleshooting across Linux, Windows, macOS, iOS, and Android
- Proficient in DNS, reverse proxies, and VPN management; familiar with basic routing/switching principles and network monitoring
- Remote Desktop Protocol (RDP) and virtualization proficiency
- Docker containerization and service management
- Understanding of cloud-based solutions, virtual machines, and basic storage & networking configurations
- Expertise in hardware/software diagnostics, repairs, and replacements across diverse platforms
- Capability of flashing the BIOS, imaging devices & optimizing them for best performance
- Developed and implemented custom Python scripts for academic projects to automate routine tasks, resulting in a significant reduction in manual workload
- BIOS flashing, system imaging, and performance optimization

Soft Skills

- Effective communication and exceptional customer service
- Team-oriented with proven experience in cross-functional collaboration across departments
- Exceptional time management and task prioritization in fast-paced, high-pressure environments

