# Matthew Magdon

Jessup, PA · open to remote (US) or hybrid (NEPA)
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## SUMMARY

11 years across managed services, regulated banking, and global enterprise support. Strongest in virtualization, backup and DR design, and security hardening. The kind of work where someone hands you an inherited environment with no documentation and a failing backup, and expects it stable by the end of the week. Comfortable owning the escalation, the design, and the conversation with the client.

## SKILLS

| | |
|---|---|
| **Virtualization** | VMware (ESXi, vCenter, Horizon), Hyper-V |
| **Backup & DR** | Veeam, Datto BCDR / SIRIS, Asigra, Acronis |
| **Networking** | Cisco switching / routing, Fortinet firewalls, Palo Alto, Cisco ASA |
| **Security & compliance** | CMMC, NIST, HIPAA, Nessus, Duo MFA, phishing simulation, audit remediation |
| **Identity & endpoint** | Active Directory, Group Policy, SCCM, Intune, Citrix XenApp / XenDesktop |
| **Cloud & productivity** | Microsoft 365 tenant admin, SharePoint Online |
| **Scripting** | PowerShell, Python |
| **Process** | ITIL (incident, change, project) |

## EXPERIENCE

### IT Systems Administrator / NOC Engineer

June 2023 – Present

CISO Global, Scottsdale, AZ (remote)

- Lead engineer for 7 managed-services clients. Pulled into the other ~113 on the roster as escalation for infrastructure, backup, virtualization, and security issues.
- Co-led incident response and ransomware recovery for a large manufacturing client. Restored roughly 500 VMs over a two-week window as part of a complex, multi-system rebuild.
- Ran Windows 10 to 11 upgrade programs across several clients. Separately migrated Windows Server 2008 / 2012 R2 fleets to 2019 and newer ahead of end-of-life.
- Designed and quoted Datto SIRIS replacements for clients running aged or failing BCDR appliances. Owned the technical side of multiple pre-sales efforts.
- Rebuilt ESXi and Hyper-V host clusters during refresh projects. Redesigned backup architecture and storage tiers on accounts where the original design had stopped scaling.

### Systems Engineer

June 2021 – June 2023

Site2, Clarks Summit, PA

- Supported about 250 users across a dozen client environments running VMware Horizon for applications and desktops. Handled gold image lifecycle, recomposes, and day-to-day troubleshooting.
- Ran Cisco switching and routing plus Fortinet firewalls across client sites. Hands-on with Palo Alto and Cisco ASA when working out of the NJ and VA colo facilities.
- Deployed and maintained multi-platform backup across Veeam, Asigra, and Acronis, including the awkward parts where clients were mid-consolidation.
- Implemented and documented security controls mapped to CMMC, NIST, and HIPAA for client environments under audit.
- Managed Dell Wyse thin-client fleets including provisioning, imaging, and policy.
- Maintained environment documentation and diagrams so whoever picked up the on-call next didn't have to rediscover the architecture from logs.

### Technical Services Analyst

May 2017 – June 2021

FNCB Bank, Dunmore, PA

- Ran Windows Server, Active Directory, Group Policy, SCCM, Intune, and enterprise patching for a community bank with roughly 200 users across 18 branches.
- Wrote PowerShell automation for routine administration and bulk operations. Saved several hours of manual work each week and removed a chunk of human-error risk from the process.
- Maintained Citrix XenApp and XenDesktop, including gold image lifecycle and policy.
- Owned the Microsoft 365 tenant with a focus on compliance, audit remediation, and security posture in a regulated financial environment.
- Administered Fortinet firewalls and Cisco switches across the datacenter and branch fleet.
- Drove Nessus-based vulnerability scanning and remediation, phishing simulations, and hands-on audit-finding closure.
- Built custom tooling in Python and rolled out Duo MFA to close specific operational and security gaps.
- Stood up and owned ITIL-aligned incident, change, and project management for the IT function.

### Technical Support → Application Security

2015 – 2017

NetDriven / C3i-Sanofi

- Moved from service desk through application security and technical support inside enterprise and production environments serving tens of thousands of users.
- Day-to-day in Active Directory, enterprise application support, access management, DNS, and high-volume incident handling.
- Served as an escalation point and trainer in global support environments.

## COMMUNITY & SERVICE

Occupational Advisory Board, Career Technology Center of Lackawanna County (curriculum and industry trends).

State Chairman, Computer Programming, SkillsUSA Pennsylvania (exam design, practical evaluations).

Coached multiple state winners including a national first-place competitor.

## EDUCATION

Career Technology Center of Lackawanna County — Computer Systems Technology

University of Scranton — coursework