

MATTHEW LIBERTI

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OPERATIONS MANAGER AND IT SUPPORT

QUALIFICATIONS PROFILE

Success-driven, performance-focused, and methodical professional, offering experience in business and information technology paired with excellent communication and interpersonal skills to provide security, optimize systems, and achieve my professional goals while contributing to the growth and success of the organization.

Additional qualifications include:

- Proficient in Microsoft Office/Google Apps and have gained great experience in SQL, Python, Wireshark, VMWare, and AWS (to name a few) with a great interest in cloud and AI
- Hands-on leadership approach in motivating, guiding, and supervising professionals to boost efficiency, increase productivity, and obtain set-forth goals and objectives
- Adaptive individual with a creative, insightful mind with the ability to build a PC and provide advanced IT support for family, friends, and professionals
- Always striving to learn more through various sites, (tryhackme.com, youtube.com), and stay up to date with cyber news through multiple medias (CyberWire Daily, Twitter or 'X', Newsletters)

CORE COMPETENCIES

| Integrity | Avid Learner | Organized | Personal Leadership | Exceptional Work Ethic |

PROFESSIONAL EXPERIENCE

Liberty Janitorial, Buffalo, NY

Operations Manager and IT Support

June 2018 – Feb 2024

- Managed inventory control, created quotes/billing through Excel, and communicated scope details during onboarding
- Established workflow metrics to measure and consistently improve efficiency with an OKR mentality
- Developed a website, provided IT support, and trained employees to be aware of phishing tactics
- Constantly developed positive relationships and handled customer's needs while auditing new clientele, in turn expanding operations furthermore

Career Highlight:

- ✓ Took my grandfather's janitorial service business to a new level, beside my father, tripling our employees and increasing our location radius by 200%

Maryman & Associates, Los Angeles, CA

Digital Forensics Intern

Jun 2021-Aug 2021

- Traveled to clients to perform data collection involving Disk Cloning and Scene Investigation
- Assisted with documentation from all stages of cases and participated in meetings
- Helped organize hardware in the server room and kept track of client's case drives
- Created great connections with professionals in the cybersecurity field

EDUCATION

University of Tampa, Tampa, FL

Bachelor of Science: Cybersecurity (Aug 2018 - May 2022)

GPA: 3.50

CERTIFICATIONS

Google Cybersecurity Certification (Aug 2023)

CompTIA Security+ (Estimated Completion: May 2024)