

Matt Hicks

Solutions Architect

615.900.4479 | matt@thematthicks.com | 

Experienced Solutions Architect with a demonstrated history of working in the IT industry.
Skilled in Windows Operating Systems Architecture and Security Model
Advanced Knowledge of MS Exchange, Active Directory, and cross platform LDAP integration
Application and Systems Virtualization, including: VMware (VDI), Terminal Services/RDS/Citrix

Professional Experience

Solutions Architect

AIG

Sep 2017 – Present Employment
Location: Greater Nashville Area, TN

End user technology Platform Architect overseeing product analysis and architecture within the organization.
Including but not limited to: Messaging & Collaboration, Mobility,
Client OS systems, Directory Services integration, Remote Access,
Virtualization, and end-user accessible Cloud based services.

Senior Executive Support

AIG

Mar 2015 – Sep 2017
Dallas/Fort Worth TX Area

Provide Top Level Support for AIG Senior Executives Across The Organization
Serve as the Subject Matter Expert For Windows 10 and Mac OS
Act as the Main A/V Technician Using Technology's Such as Crestron and Cisco Telepresence
Support Offsite events for AIG's Senior Executives

Senior IT Specialist

AIG

Feb 2014 – Mar
Location: Greater Nashville Area, TN

Provide in person Top level support that will enable end users to meet their business needs
by providing professional, efficient, and timely IT support.
Be the IT Advocate for the company's employees. Deliver excellence in customer service
Main Point of contact for Windows XP to 7 Migration, Migration from Symantec Liveoffice to Exchange