

**Matthew J. Mallory**  
9394 Carousel Center Drive, Syracuse, NY 13290  
315-567-9268 • [Matt@MatthewJMallory.com](mailto:Matt@MatthewJMallory.com)

## **Objective**

To work with a team of professionals where my education, experience and background will make me a valuable asset.

## **Summary of Qualifications**

Possesses excellent interpersonal and customer relations skills. Quick to learn with an impeccable reputation for being honest, flexible, loyal, trustworthy, dependable and self-motivated. Strong organizational skills with attention to detail. Analytical, versatile and able to maintain a sense of humor under pressure. Resourceful in solving problems and maximizing resources.

- Successful manager/supervisor in challenging positions over the past 23 years.
- 23 years of sales and advertising experience in many different industries.
- 20 years of proficient experience in building, repairing, upgrading and using computer systems, peripherals and many other types of electronics.
- 9 years of experience in wired and wireless LAN/WLAN/WAN computer network design, implementation, troubleshooting and administration.
- 9 years of experience in web site domain names, hosting, design, programming, maintenance, promotion and marketing.
- 5.5 years of challenging military service excelling through many progressively responsible positions.
- 5 years experience as a professional college instructor teaching a wide range of application, operating system and certification classes in the technology industry.

## **Professional Experience**

### **Communication and Technology**

- Troubleshoot and repaired hardware and software problems in all types of manufacturers' computer systems and peripherals. Built and upgraded many computer systems based on clients needs.
- Installed, troubleshoot and repaired hundreds of Point of Sale systems and peripherals, televisions, radios and stereos for many manufacturers in many different types of businesses all over NY and the surrounding states.
- Performed numerous wired and wireless, peer-to-peer and client server/domain controlled computer network installs, upgrades and repairs to include but not limited to running and testing cabling, server, router, switch and hub installations and configuration.
- Configured, setup, installed, troubleshoot and trained individuals and businesses on many different telephone systems and cell phone manufacturers and providers.
- Performed graphic and web site design to include e-commerce, search engine submission, marketing/promotion and maintenance on hundreds of web sites. Experienced in many programming languages such as PHP, JavaScript, CSS and ASP.
- Managed all aspects of a web site hosting, 56k dialup and Verizon ADSL Internet Service Provider (ISP) business to include but not limited to setting up hosting accounts, Internet accounts, DNS servers and transferring domain names.
- Trained groups and individuals on many aspects of the Internet, computers, electronics and web sites.
- Provided technology consultations to businesses, individuals and competitors.
- Created and maintained a multitude of web sites, databases and spreadsheets over the years.
- Experienced in over 10 Operating Systems/Environments and hundreds of software applications, hardware devices and peripherals.

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**Management and Sales**

- Founded and built a technology, electronics and communication business from the ground up, marketing and managing all business aspects on a daily basis for the past 10 years.
- As the youngest General Manager in the history of Arby's Inc., at 21 years old, managed and locally marketed a restaurant with an annual sales volume of over \$800,000 and with lunch hours ranging from \$650 to \$800 per hour.
- Trained, managed, scheduled and evaluated up to 24 personnel.
- Managed, controlled and maintained a U.S. Army weapons storage room with a content of over 400 weapons valued at over \$175,000.

**Employment History**

Position	Organization	Dates
Technology Consultant / Founder and President	Mfactor Syracuse, NY	1998-Present
Network Administrator / Technical Analyst	The Bank of New York Syracuse, NY	2004-2005
Senior Network Helpdesk Analyst	Carrol's Corporation Syracuse, NY	1999-2000
Restaurant General Manager	Arby's Inc. / Arby's RTM Durham, NC	1996-1998
Communications Specialist, Training, Supply, Weapons and Parts Supervisor	U.S. Army Ft. Stewart, GA	1991-1996

**Education and Training**

Description	Organization	Date
Amateur Radio (HAM) Certified, Technician Class – KC2UQH	FCC	Certified 2009
Network+ Certified Technician	CompTIA	Certified 2006
Associates Degree in Web Development	ITT Technical Institute	Graduate 2006
Associates Degree in Computer Network Systems	ITT Technical Institute	Graduate 2005
Webmaster/Web Site Administrator Certified	Syracuse University	Certified 2002
Java, Computer Science, Micro Computer Maintenance and Application Software	Cayuga Community College	Completed 2001
A+ Certified Technician	CompTIA	Certified 2000
Advanced Electronics Equipment Repair	U.S. Army	Graduate 1992
Electronic Technology	Cayuga-Onondaga AOC BOCES Vocational School	Graduate 1992
Multiple online certifications from Brainbench, Element K and Microsoft Partner University.		
Other certifications: Dell, Client DMS Softskills; HP, LaserJet 4000, 4050, 4100, 4200, 4300, 8000 and 8100 Series Printers; 3M, Volition Fiber Installer; Micros, 3400 Application; Fluke, Fiber Testing Equipment; Pegasus, 2-way Satellite Internet Installation; Eagle, How to Increase your Personal and Professional Productivity		
Trained by IBM, Cisco, 3Com, Bay Networks and Cabletron on their equipment.		
Continually keeping up with current technology changes by subscribing to and participating in Macromedia and Microsoft seminars, newsgroups, message boards and performing hands on testing of new technologies.		

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**Awards and Accolades**

Recognized for being a diligent worker with a hard charging and professional attitude. Received numerous personal and professional commendations and awards for job performance and community involvement. Possessed a Secret Security Clearance throughout all years of military service.

**Words To Describe**

Inventor	Author	Adjunct professor	Subject matter expert
Corporate trainer	Educator	Project manager	Entrepreneur
Consultant	Advisor	Mentor	Philanthropist
Newspaper columnist	Magazine columnist	Radio personality	TV personality
Motivational speaker	Public speaker		

**Community Technical Involvement**

- Classified as a Subject Matter Expert (SME) by CompTIA. Participated on a May 2008 panel with 19 other SMEs in order to re-write the CompTIA Network+ Certification test questions which went live on Jan 30th 2009.
- Currently a Captain serving in the [Civil Air Patrol](#) as the [Syracuse Cadet Squadron](#) Commander and Information Technologies Office and a Mission Observer on the flight crew for emergency missions.
- [Central New York PC Users Group](#) past president, board director and vice president.
- Implemented Mfactor's free web site hosting for non/not-for profit companies.
- Provided pro bono computer, network and web site labor to Mercy Works and other non/not-for profit companies on many occasions.
- Repeated technology guest on the Central New York TV show Bridge Street with Rick and Julie.
- Repeated technology guest and occasional host on the Central New York radio shows George Kilpatrick, Tech Talk Live, New Inspiration For The Nation and 105.1 The Dog where the focus was demoing new technologies along with helping listeners with their technical problems and answering their questions.
- Wrote numerous technology columns for Central New York newspapers and a magazine.
- Interviewed as an expert witness at a court case testifying on the subject of hackers and Identity Theft.
- Continually asked to provide presentations to students and staff at numerous colleges, grade schools, high schools and home schools to demonstrate and explain different areas of the communication and technology industries.

**Interests and Hobbies**

- Faith
- Family
- Civil Air Patrol
- Aerospace / Flying
- Genealogy / Mallory Family History
- The Outdoors (camping, hiking, hunting and fishing)
- Amateur Radio / HAM - KC2UQH
- US History
- Politics
- Technology
- Electronics
- Communications