

## **MATTHEW KLEIN**

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**OBJECTIVE:** I aspire to work for an organization that I will be able to contribute my experience to, while continuing to grow and expand my knowledge with, while working in an exciting atmosphere with others.

### **EMPLOYMENT:**

**1997-2001**

#### **CEO, Ambient Technologies**

I coordinated and managed a team of individuals to create web sites with valuable content for others. Some of these ventures included pcgaming.com, jsworld.com, netpedia.com. These were successful web sites, which received millions of unique visitors per month. Some of these web sites were used in training books and materials as good resources of information.

I arranged signing deals with banner advertising companies, such as DoubleClick, for site advertisements. I later used the web-developer specific targeted audience during spare-advertisement periods to promote my own successful web hosting company. I also handled site and company asset mergers.

I arranged co-location and server migration. I managed servers when necessary. I was mainly the overseer of operations while the team did most of the content development. Several of my employees during this time have gone on to attend Yale, Navy communications operations and/or have created other successful companies. Most of us still keep in contact.

**1999-2001**

#### **CEO, Eclipse Communications**

I created this company to fill a niche of web hosting requests that we were receiving. I handled the daily operations, including Customer Support, Network Administration and Re-numbering, Collocation, Sales, Bookkeeping, Taxes, Server Administration and general Office Duties.

I began to sell domain names, dialup services, web-site design and other packages as value-added services, which increased profit two-fold.

I hired one person to help with support. He eventually became a partner of mine and purchased this part of the company from me in 2001. This company, now under a new brand, is still operational to this day. I am still in contact with my former partner.

**2001-2002****Senior Developer, Emagineering, LLC**

I managed two people during this time. I mainly focused on developing reservation and property management systems for hotels, motels and campgrounds. I also acted as a systems administrator and network administrator as part of my duties. I also provided Tier 1 through Tier 3 customer support and at times, I was left entirely in charge of the office.

Collaboration was a big part during this job, with regular meetings on progress, design and marketing concepts. This was and continues to be a team-oriented development company.

Over time, I was asked to determine the value of my co-workers' contributions and made difficult decisions to release them. I maintain contact to this day and continue to support my previous work for this company.

**2003-2006****Senior Systems Analyst, BendTel, Inc.**

I played a large role in the development and the design of the process management system for this company. I created three billing systems for this company. I arranged the purchase of their voice communications infrastructure and equipment. I worked with government agencies to coordinate local dial tone service, including interoperability testing with local 911 PSAP facilities.

I studied, learned, audited, reconciled and created automated systems for auditing of a variety of billing and collection formats,

I had a large say in what infrastructure was put in place. I handled bookkeeping until my load was too heavy for me to handle alone, at which point I was assigned to oversee the daily bookkeeping operations. I helped with Advertising and Marketing. I assisted with general competitive strategy.

I was the Level 3 support for all voice issues relating to the network. I was the Level 1 - Level 3 customer support contact for billing support. I created and managed the office PBX and assisted with systems and network administration tasks.

I developed and implemented security procedures, backup systems and procedures and implemented camera systems for the office and server collocation space. I further developed several management and process policies, which are still in use today.

I was asked about my opinion on hires and read through several resumes over the years, giving my opinion on yes and no. I was also instrumental on the hiring of several key people, still employed there.

I maintain close ties to this company and continue to provide support when called on.

**2006-2007**

**Developer, NetDotSolutions, Inc.**

I worked remotely, via telecommuting, for this company at their facilities in New York and Los Angeles.

I had a large scope within this company that included assisting with the management of a large network of servers and voice communications software. I handled reconciliation and auditing processes, and developed automated processes to perform these tasks, reducing my time involvement to achieve the same results. I assisted in locating developers for projects, assessing skills and providing input on database development.

I developed a lot of database structures for this company, and created soft-switching applications. Several of the projects I was involved in helped the company work towards new profitable revenue streams.

I assisted with Market Analysis and provided dedicated customer support to several major customers. I also interacted with long distance carriers on contracted rates and dispute resolution.

I continue to be available to this company, should they need further assistance.

**KEY SKILLS:**

Ethics, Responsibility and Accountability  
Pride in one's Work Performance and Results  
Software and Web Development  
Project and Corporate Management  
Customer Service and Supporting Co-Workers  
Self-Motivation and providing motivation to others to achieve Goals  
Dispute Resolution  
Telecommunications and Network Infrastructure  
Systems and Network Administration  
Equipment Evaluations and Purchasing Decisions  
Marketing and Brand Development  
Product Pricing, Design, Development and Implementation  
Market Analysis, Research and Competition Awareness  
Budgeting, Future Growth Analysis and Planning, Bookkeeping  
Process and Procedure Development and Implementation  
General Office and Administrative Tasks

## TECHNOLOGY EXPERIENCE:

### Databases:

Microsoft SQL, MS Access, MySQL, PostgreSQL, SQLite, T-SQL, Triggers, MySQL Stored Procedures. PL/SQL, Foreign and Primary Keys, Applying Relational Database Structure Concepts.

### Languages:

ASP/VBScript, ASP/PerlScript, PHP, JavaScript, HTML, XHTML, DHTML, CSS, AJAX, Visual Basic 3-6, Visual Basic .NET, C#, Perl, bash, sh, batch, C, XML, SQL, ADO/DB.

### Environments:

DOS 3.1+, Windows 3.1 – 2003 (slight Vista experience), Unix: FreeBSD, OpenBSD, Debian, Redhat, Gentoo, Solaris. Mac OSX.

### Design:

Adobe Illustrator, Acrobat, Photoshop, Dreamweaver. GarageBand, Notepad and TextEdit

### Other Technology and Software Experience:

Word, Excel, Visio, Project (gant charts), Thunderbird, Outlook, Firefox, Opera, Internet Explorer, Safari, Quickbooks, Quicken, MAS90, regedit and Active Directory Tools, pico, nano, vim, screen, cron, gdb, sipp, ngrep, various Instant Messaging Programs, IRC, Forums and other Online Collaboration Technologies, Telnet, HyperTerm, LogMeIn, GoToMyPC, VNC, FTP, SFTP, SCP, SSH, T.38, T.30, VoIP Codec Implementations and RFC Standards and many more that I am sure I am leaving out.