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COMPUTER, IT & MOBILE FORENSICS EXPERT

USAForensic, LLC. (Phoenix, AZ)

November 2016 - Present

Court Certified Computer, IT, DVR & Mobile Device Forensic Expert

- Lead forensic analyst for all computer, DVR and mobile device cases.
- Since starting this position in November 2016, I have extracted and analyzed approximately 1000+ mobile devices and hundreds of computers. We see 150-200 cases per year, most of which have multiple devices.
- Notable cases in which I worked as the lead forensic analyst are as follows.
 - Karen Read
 - Worked for the Defense.
 - Charges were second-degree murder, manslaughter while operating under the influence, and leaving the scene of an accident resulting in death.
 - I performed digital forensics on the DVR system at the Canton Police Department.
 - Not guilty on all charges, except for OUI.
 - Guadalupe Chavez
 - Worked for the Defense
 - Charged with murder.
 - I performed digital forensics on a mobile device and mapped locations at the time of the crime.
 - Reports ultimately contributed to the case being dropped.
 - Johnny Depp v. Amber Heard
 - Worked for the Plaintiff, team Depp.
 - I performed digital forensic analysis on more than a dozen devices in this case.
 - Resulted in a judgement favoring the Plaintiff.
 - Jerry Sanstead Jr.
 - Worked for the Defense.
 - Traffic fatality with the driver accused of texting at the time of the accident.
 - My analysis of the phone data shows the phone was locked and the screen was off at the time of the accident.
 - All charges dropped.
 - William McCandless
 - Worked for the Defense.
 - Federal charges for CSA materials.
 - Felony counts all dismissed as a result of my report, which outlined significant issues with chain-of-custody and evidence handling.
 - Barry Morphew
 - Worked for the Defense.
 - Federal murder charges.
 - Case dismissed because of our reports, which outlined how the federal investigation was lacking basic foundation and had significant evidence handling issues.
 - A list of cases can be provided upon request.
- Using the latest online training materials, daily hands-on experience and documentation, I stay current on the latest features and functions of each forensic application as they become available.
- In April 2022, I was invited by Cellebrite to be a member of the Cellebrite Design Partner Program. In this program, I have access to newer versions of the application beta test their software and provide feedback on the application.
- Prior positions gave me the experience of working with devices from all angles, which I apply to this position on a daily basis. This is everything from physical assembly and repairs, to software configurations and repairs, and everything in-between.
- I have 24+ years of experience with programming, provisioning devices, working with devices in their native programming languages, device management, device deployment, device extraction and data analysis.
- Established documented methods and best practices for evidence handling using existing company protocols and defining new methods based on in-depth research from respected sources in the scientific and forensic communities.

- Using years of prior experience, as well as verified forensically-sound methods, I established proper procedure and wrote the 'Forensic Image Procurement' document used by USA Forensic.
 - This document, along with my testimony, was used in court March of 2018.
 - The argument was RAW(dd) images are better for forensic processing than E01 images.
 - The judge ruled in our favor. (State V Grewal, March 30th 2018)
- Perform data extractions from mobile device chips that have been through a 'chip-off'.
- Created an application in Visual Studio that allows a user to listen to Maricopa County Jail Calls on a modern version of Microsoft Windows, which was provided at no cost on the USA Forensic website.
 - Prior to this software patch, the proprietary tool for listening to these calls required framework based on Windows 7 (or older) platforms.
 - After debugging and reverse engineering the original application and identifying the source of the problem, I custom-built this utility as a supplement to the original program (which was created by GTL).
- Extensive beta testing and debugging forensic programs (Oxygen, DME, D.A.R.T. & Secure View).
- Stood up the internal network and servers within USAForensic, which maintains all company and case data.
- Spoke at the AACJ seminar in early 01/2018 about 'Layers of the Web' & 'CP Cases'.
- Spoke at The Second Annual CLE Marathon in 06/2018 about 'Layers of the Web' & 'CP Cases'.

AccentCare (Dallas, TX)

February 2013 – April 2016

Senior Support Specialist

- Lead technician for all hardware and software provisioning company-wide.
 - Oversee all laptop (PC/Windows) and tablet (Apple & Android) provisioning.
 - Train and supervise Desktop Support Technician tasked with building and shipping laptops.
 - Set standards and built images for all laptop models in both 32-bit and 64-bit operating systems.
 - Maintain all images on a regular basis to keep them updated and reduce provisioning time.
 - Provide direction for daily tasks, tickets, special requests and emergency requests.
- Lead for Onboarding/User Account Creation/User Account Changes.
 - Solely responsible for all new hire account creations and user account changes company-wide.
 - Responsible for building, documenting and distributing Property Agreement Forms to all new hires.
 - Implemented an onboarding system that injects minimal data into the scripts needed to automate user AD account creation and onboarding processes.
- Backup technician for Offboarding/Termination processing.
 - Responsible for disabling accounts, identifying and suspending all accesses in various systems throughout the company and thoroughly documenting the actions taken.
- Design and create provisioning scripts (VB, Batch and PowerShell) to reduce duration of work to be completed and provide a standard for all users/customers within the company.
- Provide Level 2 Service Desk support for AccentCare users both remote and local.
- Train and supervise five Level 1 Support Desk Analysts in day to day operations.
- Create and maintain step-by-step documentation for both 1st and 2nd level support staff.
 - Responsible for identifying the needed documentation, the appropriate processes for those documents and the appropriate audience.
 - Work with other teams to ensure documentation content is precise and the appropriate processes are being followed.
 - Revisit aging documentation to ensure all content remains correct and/or up to date.
- Create and maintain step-by-step documentation for users with common issues.
 - Identify the appropriate content for users with minimal technical experience and work directly with users to ensure the documentation is both correct and effective.
- Solely responsible for migrating users from a domain that is being retired to new domain.
 - Built a process that is quite effective and minimizes customer impact.
 - Worked closely with Infrastructure to identify the requirements of the process and created detailed documentation for both IT Service Desk and our users.
- Lead for site design, content maintenance and asset tracking in SharePoint
- Lead for standing up a new print server cluster that will serve 150+ offices and roughly 4000 users.
- Led the successful migration for over 400 remote users from Windows XP to Windows 7 with minimal interruption to business.
- Built a strong customer service focus into the Support Desk Standard Operating Procedures as a member of the team tasked with the design and creation of updated SOPs.

- Enforce adherence to all applicable legal requirements, standards, policies and procedures including the Compliance Program's Code of Conduct, HIPAA, and established Documentation Standards.
- Build and deploy software packages for both group and company-wide users.
 - Software packages include Google Chrome, Google Hangouts, Microsoft Office, PGP Encryption, Adobe Acrobat, Cisco Communicator, Cisco helpdesk software and many others.

PetSmart (Phoenix, AZ)

May 2008 – August 2012

Systems Analyst, Business Intelligence

Desktop Support Specialist

Helpdesk Specialist, Level 2

- Maintain team technical knowledge base for each of the above listed groups/positions.
- Create applications in .NET and VB to assist team performance and reduce length of calls.
- Provide helpdesk support for PetSmart SSG (Corporate), Stores and Field users.
- Support POS equipment, PC equipment, Servers (both Corporate and Store) and Cisco network equipment.
- Provide 90% or higher first call resolution.
- Create and modify existing support documents to meet the needs of the team and PetSmart.
- Create reporting forms for several different data types.
- Provide a weekly dashboard report covering company-wide SLA stats.
- Solely responsible for software deployment services.
 - Solely worked through transition of ownership of BMC Marimba and RemoteWare from another group to ours.
 - Took over ownership of all deployments through Marimba and RemoteWare.
 - Restructured existing practices with deployment platforms and improved them for higher success rates and less impact to the target clients.
 - Solely responsible for daily deployments running to sometimes 1200+ servers.
- For nearly 3 years, I was the single point of contact for all software deployments and was on-call 24/7/365.
- Build and deploy software packages for both group and company-wide users.
 - Software packages include Google Chrome, Google Hangouts, Microsoft Office, PGP Encryption, Adobe Acrobat, Cisco helpdesk software, many company-specific applications and many others.
- Worked closely with manager to create a second level for resolution of more complex problems within our group.
- Worked with manager to migrate from BMC Remedy (used only for incident/ticket tracking) to Service-Now (incident/ticket system, service catalog, onboarding, purchase request management and problem requests).
- Solely responsible for new Windows 7 system image.
 - Worked with security team to identify Group Policy requirements for security enforcement and personally created the Group Policy container.
 - Created a process for replicating this image to other drives for active installation in user desktops.
- Netezza Database Administrator.
 - Ran daily maintenance jobs and kept the user-started Microstrategy jobs running smoothly.
 - Worked with senior database administrators to plan and perform a Netezza platform upgrade twice in 6 months.

Orion Computer Solutions (Phoenix, AZ)

November 2005 – Present

Owner / Technical Consultant

- Maintain a fully functional business.
- Provide computer related consulting and services to residential and small business clients.
- Serviced PC hardware and software for clients onsite.
- Build new and reconfigured existing PC systems and networks.
- Install a wide variety of cabling, including Cat5 and Coax.
- Cleaned systems with malware/virus infections.

Robert Half Technology (Phoenix, AZ)

January 2008 – May 2008

Helpdesk Specialist for PetSmart

- Provide phone support for PetSmart Corporate, Stores and Field users.
- Provide 90% or higher first call resolution.
- Create and modify existing support documents to meet the needs of the team and PetSmart.
- Create reporting forms for several different data types.
- Provide a weekly dashboard report covering company-wide SLA statistics.

RB Balch (Phoenix, AZ)

September 2007 – January 2008

Field Service Technician

- Provide computer related consulting and services to residential and small business clients.
- Serviced PC hardware and software for clients onsite.
- Build new and reconfigured existing PC systems and networks.
- Install a wide variety of cabling, including Cat5 and Coax.
- Cleaned systems with malware/virus infections.

Somerset Capital Group (Scottsdale, AZ)

September 2003 – November 2005

Senior Unix Technician

- Configured Sun Microsystems workstations and servers with both hardware and software to meet customer specifications.
- Created PC based programs and scripts to audit inbound and outbound Microsoft Windows and Unix based machines.
- Responsible for management of inventory database, online inbound and outbound shipment tracking logs.
- Responsible for security and maintenance of in-house computer network.
- General warehouse management including processing of inbound and outbound equipment with detailed reporting, storage of hardware and organization of equipment.
- Backup technician for packaging and shipping services.

CRA / CIT (Phoenix, AZ)

June 1998 – September 2003

Senior Unix Technician

- Configured Sun Microsystems workstations and servers with both hardware and software to meet customer specifications.
- Created PC based programs and scripts to audit inbound and outbound Microsoft Windows and Unix based machines.
- Responsible for solo onsite installation and maintenance service calls for large data centers including Wells Fargo, DHL and Texas Instruments.
- General warehouse management including processing of inbound and outbound equipment with detailed reporting, storage of hardware and organization of equipment.
- Backup technician for packaging and shipping services.

EDUCATION

Rio Salado College (Tempe, AZ)

- Working toward Associates of Applied Science in Computer Technology
- Completed the following IT related courses:
 - Microsoft Visual Basic.Net
 - Microsoft PowerPoint, Excel, Access, Word and Project
 - Microsoft Windows OS
 - Networking Fundamentals
 - Adobe Photoshop
- 60 of 80 credits needed have been completed, but this has been on hold since approximately 2010 due to scheduling conflicts.

Learning Tree

- Completed the following courses:
 - Shell Scripting
 - VBScript
 - PERL
 - SQL
 - Batch Scripting

TECHNICAL SKILLS

Forensic Software:	Encase, Cellebrite (Premium, UFED, Digital Collector, Inspector & Cloud), Oxygen, Secure View, Autopsy, FTK, DME, DART Pro, X-Ways, ALEAPP, iLEAPP
Other Software:	Active Directory, Exchange, Microsoft Office, Citrix Enterprise and XenApp Clients, Hyena, Service-Now, Remedy, VMware vSphere, BMC Marimba, RemoteWare, Good for Enterprise, PGP, SharePoint, CompuTrace, Workday, Acrobat, Photoshop
Operating Systems:	Windows Server, Windows, Mac OS, Linux, iOS, Android
Scripting:	PowerShell, Batch, C++, Exchange Management Shell, VBScript, VBA, Excel, SQL, PERL, Java
Remote Support Solutions:	Dameware, TeamViewer, VNC, RDP, Solarwinds Orion, Soti MobiControl, WebEx
Conferencing:	Cisco Jabber, Skype, Arkadin, WebEx
Telephony:	Cisco IP Phones, Cisco IP Communicator, Cisco Supervisor and Agent Desktop Clients, Cisco Phone Management
Imaging & Hardware Provisioning:	Altiris, Ghost, Ghostcast, SCCM