



MATTHEW ERICKSON  
Phoenix, AZ 85029  
(602) 405-1798  
Matt@USAForensic.com

## COMPUTER, IT & MOBILE FORENSICS EXPERT

USAForensic, LLC. (Phoenix, AZ)

November 2016 - Present

### **Computer, IT & Mobile Forensics Expert**

- Lead forensic analyst for all computer related and Android mobile device cases.
- Established documented methods and best practices for computer related evidence handling using existing company protocols and defining new methods based on in-depth research from respected sources in the scientific and forensic communities.
- 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.
  - Prior to this software patch, the proprietary tool for listening to these calls required Windows 7 or older.
  - After debugging the original application and identifying the source of the problem, I built this utility as a supplement to the original program (which was created by GTL).
- 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 2018 about 'Layers of the Web' & 'CP Cases'.

AccentCare (Dallas, TX)

February 2013 – April 2016

### **Senior Support Specialist**

- Lead technician for all hardware provisioning company-wide.
  - Oversee all laptop (PC/Windows) and tablet (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.

*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.
- 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)*

**College Student**

- 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

---

**TECHNICAL SKILLS**

Forensic Software:	Encase Ultimate v8, UFED, Autopsy, FTK, DME and several other specialty tools.
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 X, 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