

ROBERT MATOS-RIVERA

APPLICATION SYSTEMS ENGINEER | CLOUD INFRASTRUCTURE | SECURITY | AI ENABLEMENT

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PROFESSIONAL SUMMARY

IT systems and network professional with 30+ years of experience supporting secure, resilient enterprise environments. Expertise includes Microsoft 365, Active Directory, hybrid infrastructure, systems administration, network operations, cybersecurity, database administration, and technical governance. Current professional development includes generative AI, prompt engineering, AI agents, Microsoft 365 Copilot, and AI-enabled application development. Recognized for disciplined operations, clear documentation, practical automation, and reliable technical support.

CORE COMPETENCIES

- Microsoft 365, Azure, Active Directory, Exchange, hybrid identity, and role-based access control
- Windows servers, virtualization, storage, backups, disaster recovery, capacity, and performance
- Vulnerability mitigation, security patching, risk reporting, security policy, and change control
- Network architecture, firewalls, TCP/IP, DNS, DFS, SQL, and database administration
- Generative AI, prompt engineering, AI agents, custom GPTs, Gemini, and low-code/no-code development
- Root cause analysis, Tier 2 support, managed-service coordination, and technical SOP development

PROFESSIONAL EXPERIENCE

Application Systems Engineer | Schiller, DuCanto & Fleck

Chicago, IL | November 2021 - Present

- Administer and support on-premises and cloud-based enterprise systems, including Microsoft 365, Active Directory, SQL, and back-end infrastructure.
- Lead system-management and security lifecycles, including patch deployment, vulnerability assessment, mitigation, and risk reporting.
- Serve as the primary technical contact for managed IT services across computer, database, and infrastructure platforms.
- Develop and maintain technical standard operating procedures, security policies, and change-control documentation.
- Conduct root cause analysis and provide advanced issue resolution to sustain system stability, security, and performance.

Systems Administrator | Regal Securities, Inc.

Chicago, IL | August 2015 - November 2021

- Administered servers, virtual environments, storage, directory services, email, DNS, DFS, backups, domains, intranet resources, and user accounts.
- Monitored system and storage performance, capacity, availability, configuration inventory, and utilization; recommended resource, hardware, and licensing changes.
- Protected archive integrity, fault tolerance, and disaster-recovery readiness, including alternate procedures for failed backup jobs.
- Validated new system deployments for operational readiness and implemented changes to existing configurations.
- Provided database administration, planning, performance management, backup support, system tuning, load balancing, and Tier 2 problem resolution.

Network Administrator | Association House of Chicago

Chicago, IL | October 1995 - May 2015

- Administered information systems, network security, and data-integrity controls.
- Managed technology acquisition and procurement and translated reporting requirements into specifications for business and IT stakeholders.
- Developed the IT strategic vision and advanced key departmental objectives.

MILITARY SERVICE

Military Service | United States Armed Forces

United States | 1985 - 2002

- Performed intelligence analysis in support of combat operations and strategic objectives.
- Served as an Operations Officer conducting multi-mission patrols, maritime law-enforcement activities, and security drills.
- Served as a Nuclear, Biological, and Chemical Specialist supporting CBRN response, HAZMAT operations, decontamination, and reconnaissance.

EDUCATION AND FOUNDATIONAL CERTIFICATIONS

Certified Information Management: Security

Carnegie Mellon University | 2002

- Training focus: risk management, threat assessment, security policy, system configuration, availability, and personnel controls.
- Technical focus: TCP/IP security, cryptography, secure network architecture, host-system protection, network services, and infrastructure security.
- Security-controls focus: firewall administration, intrusion detection and prevention, system hardening, and maintaining resilient service availability.

Certified Software Manager: Law & Ethics

Software Publishers Association | 1998

- Training focus: software licensing, anti-piracy, professional ethics, intellectual property, trademarks, and patents.
- Software-lifecycle focus: compliant application installation, removal, and disposal, with attention to licensing and organizational responsibilities.
- Information-governance focus: appropriate retention, protection, handling, and secure disposal of private and sensitive information.

AI SPECIALIZATION CERTIFICATES

SPECIALIZATION CERTIFICATE	SUMMARY	COMPLETED
Microsoft 365 Copilot for Leaders Specialization Vanderbilt University	Leadership-focused application of generative AI and Microsoft 365 Copilot to improve productivity, communication, decision-making, collaboration, and responsible adoption.	July 2026
Prompt Engineering Specialization Vanderbilt University	Structured prompt design, advanced data analysis, reusable workflows, output validation, and trustworthy use of generative AI.	July 2026
ChatGPT: Master Free AI Tools to Supercharge Productivity Specialization Vanderbilt University	Foundational and advanced prompting, in-context learning, structured outputs, retrieval techniques, and creation of custom AI assistants.	July 2026
Prompt Engineering for Law Specialization Vanderbilt University	Generative AI for legal research, drafting, analysis, document workflows, and controlled assistants, with attention to confidentiality, privacy, and professional responsibility.	April 2026
Generative AI Assistants Specialization Vanderbilt University	Design, configuration, testing, and responsible use of customized AI assistants supported by clear roles, reference knowledge, and human review.	May 2025
Generative AI Automation Specialization Vanderbilt University	Prompt-driven automation for complex tasks, data analysis, multimodal and vision workflows, reasoning support, and reliable large-language-model use.	July 25, 2026
AI Builder Specialization Vanderbilt University	No-code AI application development, intelligent automation, custom assistants, product prototyping, and cybersecurity and privacy considerations.	July 29, 2026
Applied AI Specialization Vanderbilt University	Practical AI application across work and business, including prompt engineering, AI agents, reasoning, app development, data analysis, automation, and trustworthy AI.	July 30, 2026

KEY AI SKILLS AND TOOLS

- Platforms and assistants: ChatGPT, OpenAI GPTs, Microsoft 365 Copilot, Gemini, and customized AI assistants
- Methods and analysis: prompt engineering, structured outputs, retrieval techniques, advanced data analysis, multimodal vision, and AI-assisted reasoning
- Application and automation: no-code and low-code app development, workflow automation, AI agents, prototyping, and business-process improvement
- Responsible AI: output validation, human oversight, trustworthy AI, cybersecurity, privacy, confidentiality, and ethical use

ADDITIONAL COURSE CERTIFICATES

- AI for App Building | Google | April 2026
- Vibe Coding Fundamentals | University of Colorado System | April 2026
- Getting Started with Microsoft Excel | Coursera | February 2025