

from the desk of

# MATTHEW STUBLEFIELD

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## Objective

To live my life doing what I love.

## Experience

### Senior Consultant, SilverPen Publishing LLC

Springfield, MO | June 2010 - Present

SilverPen Publishing provides technical writing, training, and consultation services to help individuals and businesses achieve excellence. In addition to my role as owner and operator of SilverPen Publishing, I also publish the technology news web site *echo linux*, which provides news, reviews, and how-tos focused on technology in general and gaming on Linux in particular.

### Centralized User Support Specialist, Missouri State University

Springfield, MO | January 2007 - Present

During my time in Computer Services at Missouri State University, we have striven to define ourselves as user support, not computer support. My role is one of solution finding, and I am often confronted with complex or time-sensitive tasks for which I must develop superior workflows.

- Provide software and hardware troubleshooting, diagnosis, and repair as necessary
- Provide documentation and training to both User Support staff and members of the University at large
- Web server and web application implementation and ongoing support
- Special committee liaison for User Support on University-wide software implementations
- Manage student workforce of 50+ employees, including hiring, training, scheduling, and disciplinary action as needed

## Education

Missouri State University, Springfield MO — B.A. Religious Studies, 2012

## Interests

My free time is devoted to my wife, running SilverPen Publishing and *echo linux*, reading (generally fantasy fiction), and writing. I write both fiction and non-fiction, and am also an active member of Critters.org where I provide workshop critiques of fantasy fiction novels and short stories. I also enjoy walking, bicycling, and drinking coffee.

## Check up on me

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