

# Matthew Williams

IT Infrastructure & Systems Professional

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## PROFESSIONAL SUMMARY

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Infrastructure specialist with 15+ years of hands-on IT experience. Currently at a managed service provider administering Microsoft 365 tenants, deploying and monitoring endpoints via Datto RMM, and driving security hardening initiatives. I design and operate a self-hosted multi-node platform (Docker Swarm, Traefik, Authentik, Vault, N8N) and build production tools in Go, React, Python, and PowerShell. I integrate AI into daily workflows as a force multiplier — maintaining persistent knowledge bases so each session compounds on the last.

## EXPERIENCE

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**Support Technician** — Critical Computer Solutions, Inc. 2022 — Present

- In-shop repair, On-site technician, network troubleshooting and installation (UniFi)
- Administer Microsoft 365, Active Directory, and cloud service ecosystems across client tenants — user and license provisioning, compliance reviews
- Manage and monitor client infrastructure via Datto RMM and Datto Endpoint Backup; design and deploy automated RMM workflows to streamline endpoint management at scale
- Engineered an internal ticketing system from the ground up using Go, React, and PostgreSQL — replacing manual processes with a purpose-built solution
- Drive security hardening initiatives across client environments, identifying risk exposure and delivering remediation through structured proposals and implementation

**Store Manager** — Check N'Go 2020 — 2022

- Oversaw daily operations for a high-volume financial services location — cash management, compliance, loan originations, and the full customer lifecycle
- Tracked and reported against district KPIs using Tableau dashboards at store, district, and regional level
- Achieved lowest collections loss rate in the district through proactive account management
- Became the informal IT resource across the district — the person colleagues sought out when something needed fixing

**IT Consultant** — Freelance 2010s — 2022

- Designed and deployed small business networks (UniFi)
- Custom workstation builds for home users and creative professionals
- Windows Server troubleshooting and maintenance
- Long-term repeat clients built through word-of-mouth and reliability

## TECHNICAL SKILLS

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<b>Infrastructure &amp; Cloud</b>	Docker Swarm, Container Orchestration, Traefik, Nginx, Linux Admin, Windows Server, Virtualization, Network Architecture
<b>Security &amp; Identity</b>	Authentik SSO, Active Directory, Vault, Zero Trust, TLS/SSL, IAM, Secrets Management
<b>Automation &amp; DevOps</b>	N8N Workflows, CI/CD, GitOps, PowerShell, Bash, Python, RMM Platforms
<b>AI &amp; Machine Learning</b>	Ollama, LLM Integration, Claude API, Prompt Engineering, AI Workflow Automation
<b>Microsoft Ecosystem</b>	M365 Admin, Azure AD/Entra, Exchange Online, SharePoint, Intune MDM
<b>Databases &amp; Data</b>	PostgreSQL, SQL, Database Design, Metabase

## PROJECTS

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<b>Parallax Intelligence Platform</b>	Multi-node self-hosted infrastructure — Docker Swarm, Traefik, Authentik SSO, Vault, N8N, Ollama, Tailscale mesh networking across 3 VPS nodes
<b>Fleet Command</b>	Vehicle fleet management with React dashboard, Go API, and custom ESP32 BLE/OBD2 firmware for real-time telemetry
<b>In-House Ticket System</b>	Full-stack helpdesk platform built for employer — Go/Gin API, React frontend, PostgreSQL, Docker Swarm deployment
<b>MailGuard</b>	Email security assessment tool — SPF/DKIM/DMARC validation, M365 tenant auditing, branded PDF reports with letter grades
<b>prlx.one</b>	QR code analytics platform with real-time scan tracking, edge redirects, and client portal
<b>Parallax Sentinel</b>	Chrome extension for real-time phishing and scam detection with multi-layer threat scoring

## EDUCATION

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<b>West Ottawa High School</b> — High School Diploma	Holland, MI
<b>Careerline Tech Center</b> — Electronics Certification	Holland, MI