

Matthew Hawkins

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SUMMARY

IT Systems Technician with 2+ years of experience supporting enterprise infrastructure, endpoints, and Windows/macOS environments. Skilled in deployment, virtualization, networking, troubleshooting, and security monitoring. CompTIA A+ certified and pursuing Security+, with practical experience supporting users, servers, networks, and business systems.

EDUCATION | CERTIFICATIONS | TRAINING

Education: High School Diploma, Bryan, TX

Certifications: CompTIA A+; CompTIA Security+ - In Progress (Expected 2026)

Training: PER-371 Cybersecurity Incident Response & Management - TEEX / Texas A&M Engineering Extension Service, 2026

EXPERIENCE

Knowledge-Based Solutions Inc. | Nov 2023-Present

Current Role: IT Systems Technician (May 2025-Present)

Previous Role: IT Generalist (Nov 2023-May 2025)

- Led the Windows 10-to-11 upgrade of approximately 100 endpoints, building PDQ deployment task sequences and configuring MDT/PXE imaging workflows to standardize OS deployment.
- Diagnose and resolve hardware, Windows, networking, and application issues across end-user systems to support reliable daily operations.
- Customized Windows 11 deployments to remove unnecessary applications and automated user and system settings outside standard Group Policy configuration.
- Build customized PDQ deployment packages and application installations across 300+ endpoints to standardize software delivery and system configuration.
- Built PowerShell-based PDQ scanners that collect network configuration, battery health, installed applications and update availability, disk-space forecasts, and connected-monitor data for endpoint management and troubleshooting.
- Provision and maintain VMs across VMware vCenter and Proxmox and migrate virtual machines from VMware to Proxmox as infrastructure needs change.
- Manage the lifecycle of approximately 1,000 assets in Snipe-IT, including assignments, returns, audits, repairs, and user equipment shipments.
- Validate and resolve DNS/DHCP and NAT resolution failures that prevent Veeam Backup and Endpoint from capturing incremental backups, restoring normal backup operations.
- Investigate phishing and security incidents, created Carbon Black application-control rules, harden systems, and monitor Wazuh SIEM events in a DFARS/NIST 800-171 environment.
- Created 50+ IT SOPs and 15+ training videos, reducing repeat support requests and onboarding time; produced company-wide documentation.
- Manage employee onboarding and offboarding, including AD and Exchange accounts, access groups, equipment, software, documentation, and final backups of offboarded devices.
- Maintain backups through Veeam Backup & Replication, monitor job health, troubleshoot failures, verify successful backups, and perform data restores as needed.

Avinext | AV Installer I | Feb 2023-May 2023

- Installed and configured AV systems at College Station City Hall and Sam Houston State University; interpreted schematics and led an overnight deployment team that completed a major installation ahead of schedule.
- Built racks, ran low-voltage cabling, and integrated AV systems across structured cabling environments.

M&H Construction | Team Lead / Marketing | Jul 2016-Feb 2023

- Led residential remodeling projects and field teams and implemented digital marketing efforts that contributed to Lowe's Top Installer recognition in Brazos County and Austin districts (2018-2020).

TECHNICAL SKILLS

Systems & Directory	Active Directory, Group Policy, Exchange Server, Windows Server
Endpoint Management	MECM/SCCM, MDT, PDQ Deploy, PDQ Connect, MDM platforms
Virtualization	Proxmox, VMware vCenter, VM provisioning, migration & lifecycle management
Networking	TCP/IP, DNS, DHCP, VLANs, VPN, Cisco Secure Client, firewall fundamentals
Security	Wazuh SIEM, Carbon Black, NIST 800-171, DFARS, CUI
OS & Automation	Windows 10/11/Server 2016, macOS, Linux (Ubuntu, RHEL), PowerShell, Bash, Python (basic)
Applications	VEEAM Backup and Endpoints, Next Cloud, Office Suite, Snipe-IT,