Mathew Garofalo

Portland, ME

linkedin.com/in/mathew-garofalo | github.com/Matgarofalo

mathew.garofalo@gmail.com | (512) 552-8024

Customer focused technical professional with a CompTIA A+ certification and on a CCNA track bringing 10+ years of client facing operations leadership into Customer Success. Experienced in onboarding, systems migrations, technical troubleshooting, and cross-functional integration and coordination. Strong background in Linux administration, networking, POS system configuration, and workflow optimization. Recognized for translating complex technical concepts into clear business outcomes, driving customer adoption and ensuring operational continuity and growth.

Technical Skills

- Operating Systems: Linux Administration (RHEL/Debian), Windows 10/11 Enterprise.
- Infrastructure & Virtualization: Type-1 Hypervisors (Proxmox VE), Type-2 (VMWare, VirtualBox), Software RAID (mdadm), Storage Management (NAS/Backups).
- Networking: TCP/IP, DNS/DHCP, VLANs, Subnetting, VPN Configuration (Tailscale), Firewall Management, QoS.
- Automation & Scripting: Bash Scripting, PowerShell, Zsh, Git/Version Control, Cron/Task Scheduler.
- Operations & Security: Disaster Recovery (Backup/Restore methodologies), Incident Management (ITSM), Wireshark (Packet Analysis), SSH/Remote Access.

Certifications & Education

- **CompTIA A+ Certified**
- **Cisco Certified Network Associate (CCNA) –** *Currently Pursuing / In Progress*
- **Associate Degree in Mass Communications - Sam Houston State University**

Technical Projects

- **Enterprise Homelab Infrastructure | *Self-Hosted Environment***
  - Designed and deployed a Type-1 Hypervisor (Proxmox) cluster and migrated existing VM's in order to simulate enterprise server types, experimented with RAID arrays, and set up NAS.
  - Configured a segmented network topology using VLANs to isolate management traffic from guest/lab traffic.
  - Implemented automated backup solutions | Borg, Clonezilla, Deja Dup
  - Automated Web Deployment Tool | Bash, Nginx.
  - Developed custom Bash and PowerShell scripts to automate the provisioning of Nginx server blocks, and system scans/diagnostics.
- **IT Service Management Simulation | *osTicket, ITSM***
  - Deployed and configured a self-hosted ticketing system on a LAMP stack to both simulate Help Desk workflows and act as a detailed home lab log with timestamps.

Work History

The Rusty Nail Carpentry | Owner & Project Manager *Biddeford, ME | March 2019 – Present*

- Project Management: Manage renovation and historical restoration projects from start to finish, handling scope, budget tracking, and ensuring adherence to building codes.
- Client Communication: Translate building concepts and technical specs into simple, understandable terms for clients, managing expectations and providing clear progress updates.
- Vendor Coordination: Organize and schedule subcontractors/inspectors working in tandem to hit project deadlines.

50 Local / The Elective | Partner/Operations Manager *Kennebunk, ME | Jan 2017 – Present*

- Operations Management: Oversaw core business functions including menu implementation, inventory tracking, and vendor ordering/scheduling, while coordinating the logistics for private events and daily service. Co-founded *The Elective*, managing daily logistics while launching a Forbes-recognized beverage collaboration and developed themed cocktail classes covering more than 15 focused topics taught over the past 6 years.
- IT & Systems: Migrated and configured three successive POS environments (Breadcrumb > Upserve > Lightspeed), including the backend setup for Lightspeed Retail and full staff training. Acted as the on-site support for the company network and office workstations, performing regular software upgrades and troubleshooting hardware/software failures to ensure service continuity.

Independent Consultant | *Various Locations* **| Sep** *2019 – Jan 2021*

- Program Development: Curated comprehensive beverage programs and written menus, creating detailed recipe and prep sheets to guarantee consistency across the whole staff.
- Strategic Consulting: Partnered with diverse clients—ranging from independent venues to the Auberge Resort Collection corporate headquarters—to refine brand standards and operational workflows.
- Staff Education: Led hands-on training workshops to roll out new menus and concepts, ensuring staff were fully equipped to execute service protocols with precision.

Discovery School of Virginia | Senior Supervisor *Dillwyn, VA | Jan 2013 – March 2016*

- Leadership: Rapidly promoted up to Senior Management in a wilderness group therapy program for at risk youth with an 85% staff dropout rate, overseeing logistics and safety for five residential groups.
- Crisis Management & Compliance: Maintained site safety in a high-risk environment obtaining certifications in de-escalation techniques (Handle-With-Care) and first aid (CPR, Wilderness First Aid) while ensuring strict adherence to state regulatory documentation.
- Project Management: Led student groups in 10+ day hiking trips and the construction of campsite structures using traditional hand-tools, solving complex logistical challenges without modern resources.

La Sombra / Gusto Italian Kitchen | General Manager *Austin, TX | Jun 2009 – Dec 2012*

- System Configuration: Configured the Aloha POS backend from scratch, customizing the UI to improve workflow speed and training the whole staff on the new system.
- Process Implementation: Developed and deployed a customized inventory tracking system and par sheets, using data to optimize ordering and minimize waste.
- Vendor Relations: Managed all vendor accounts and invoicing, ensuring accurate billing and maintaining supply chain stability during the restaurant's rebranding.