Mathew Garofalo

Portland, ME

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CompTIA A+ Certified professional on a CCNA track with a background in Business Operations and Project Management. Transitioning to IT with a strong foundation in Linux administration, network architecture, and virtualization built through an advanced home lab. Bringing a long history of problem-solving and client service experience to the Information Technology field.

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.