

# MATTHEW RABURN

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## SUMMARY

Results-driven IT Infrastructure Engineer with 7+ years turning high-maintenance, business-critical systems into stable, automated workhorses. Expert in automation, system integration, and enterprise reliability, delivering solutions that scale, cut costs, and keep operations humming. Known for fixing 'orphaned' systems and turning chaos into efficiency.

## CORE COMPETENCIES

PowerShell, Python, Intune, Batch, AI Prompting, REST APIs, JavaScript, React, Node.js, Git, SQL Server, Windows Server, Linux, macOS, SCCM, Active Directory, Office 365, Autodesk Suite, ANSYS, Fusion Lifecycle, Windchill PLM, PostgreSQL, MongoDB, AWS, Virtualization, Network Infrastructure, MDM/RMM Systems

## EXPERIENCE

### Johnson Controls – Westford, MA

#### L3 Technical Support Engineer Security Products | Sep 2025 - Present

- Developed tools utilizing AI to automate log, and crash dump analysis.
- Resolve high-priority L3 escalations for C•CURE 9000 access control environments, interfacing directly with software engineering to identify bugs and implement hotfixes.
- Troubleshoot complex integration issues between C•CURE 9000 software and iSTAR controllers, readers, and third-party security hardware across diverse network topologies.
- Engineered custom PowerShell and Python utilities to streamline the extraction and formatting of system diagnostic data, reducing the mean time to resolution (MTTR) for critical site outages.
- Authored advanced technical advisories and "Tier 3" internal documentation to empower L1/L2 teams, significantly reducing the volume of repeat escalations.

### Pall Corporation – Remote

#### Senior Engineering Systems Analyst | Jan 2021 - Aug 2025

- Cut workstation setup time by 72% by scripting and automating deployments for Autodesk Suite, Ansys, and CreoView across 800+ global endpoints via SCCM.
- Stabilized mission-critical platforms including Catia and Windchill Workgroup Manager, aligning IT infrastructure to support a \$300M business unit.
- Drove AI-powered automation to streamline log analysis, repetitive tasks, and troubleshooting, saving hours weekly for engineering teams.

- Authored and maintained gold-standard SOPs for installations, licensing, and system changes, reducing escalations and improving onboarding.
- Served as technical lead for the divestiture of Pall Water, overseeing the secure migration of 3TB+ of technical data and completing the project 3 weeks ahead of schedule with zero incidents.
- Managed simulation infrastructure and contracts exceeding \$1M, ensuring uptime, security, and performance for global R&D teams.

### **Aavid – Woburn, MA**

#### **Systems Administrator | Feb 2018 - Jan 2021**

- Managed servers, network infrastructure, and user accounts for 280+ users, enforcing enterprise security and reliability.
- Scripted error-reducing automations into PLM workflows, cutting part-creation mistakes and boosting consistency.
- Cut ECN cycle time by 75% from 14 days to 3.5 days by optimizing workflows and documentation.
- Built JavaScript and PostgreSQL integrations syncing PLM and ERP systems, reducing manual intervention and human error.
- Spearheaded Office 365 and Microsoft Teams rollout for 100+ staff, modernizing communication and collaboration.