

# Matthew L. Gregory Jr

Matthewgregory31.jobs@gmail.com | (252)-267-7762 | Chapel Hill, NC 27517 |  
linkedin.com/in/mattgregory96/

## Remote Helpdesk Support Technician (Active Directory)

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### Professional Summary

Customer-driven IT support professional with a Computer Science degree and hands-on experience delivering Level 1 and Level 2 support. Expert at resolving hardware, software, and networking issues over phone, email, and in person. Seasoned in ticketing systems, documentation, and escalation. Strong knowledge of Windows Active Directory domains, Windows Server environments, and Microsoft Exchange. Proficient with printer/scanner troubleshooting (network & local) and wireless support. Pursuing CompTIA Security+ to deepen security posture.

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### Education

#### Elizabeth City State University

Bachelor of Computer and Information Science

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### Technical Skills

- Operating Systems: Windows (XP–11; Server 2003–2019), Linux, macOS, iOS, Android
  - Directory Services: Windows Active Directory (users, OUs, GPOs, permissions, password resets); Azure AD basics
  - Networking: Switches, routers, firewalls; TCP/IP, DNS/DHCP, Wi-Fi troubleshooting
  - Hardware: Desktop & laptop component replacement (motherboards, NICs, GPUs, monitors, keyboards)
  - Messaging: Microsoft Exchange (2007–2013), Outlook, Office 365 basics
  - Peripherals: Printer & scanner setup/troubleshooting (network and local), drivers, print servers
  - Tools: Ticketing systems (Spiceworks), remote support tools, Power BI reporting, Microsoft Copilot
  - Languages/Scripting: Python, Bash, SQL, C++, Java
  - Certifications: AWS Cloud Practitioner, Azure Fundamentals, CompTIA Security+ (in progress)
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### Projects & Labs

#### Active Directory & Windows Server Labs

Configured Windows Server roles (AD DS, DNS, DHCP) and implemented Group Policy Objects (GPOs). Created and managed users, groups, and OUs; applied permissions and account policies in a domain environment.

#### Linux Terminal Mastery – OverTheWire: Bandit

Solved filesystem and permission challenges using ssh, find, grep, chmod; mimicked real-world troubleshooting.

### **Python Brute Force Detection Tool**

Developed a Python utility to monitor login attempts and flag suspicious activity for basic intrusion detection.

### **Python Vulnerability Scanner**

Built a socket-based scanner to detect open ports, banners, and exposed services; generated simple reports for remediation.

### **Spiceworks Ticketing System Implementation**

Deployed and configured Spiceworks Help Desk; defined categories, SLAs, and email-to-ticket automation; standardized ticket workflows and built a Power BI dashboard to track volume, SLA compliance, and first-contact resolution.

### **IAM Project – Identity Lifecycle & Access Controls**

Implemented identity lifecycle tasks using Azure AD: group-based access, Conditional Access with MFA, role assignments (least privilege), and access reviews; documented onboarding/offboarding runbooks and audit procedures.

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## **Work Experience**

### **T-Mobile – Chapel Hill, NC**

Technical Support Lead — May 2025 – Present · Remote

- Led the resolution of escalated technical issues related to smartphones, tablets, IoT devices, and network connectivity.
- Collaborated with engineering and Tier 3 teams to effectively diagnose and resolve recurring technical problems.
- Mentored Tier 1 representatives, enhancing their troubleshooting skills and customer communication strategies.
- Consistently surpassed performance metrics for customer satisfaction and first-call resolution, contributing to a more efficient support team.

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### **T-Mobile – Chapel Hill, NC**

Technical Specialist — Jun 2024 – Jul 2025 · On-site

- Provided 24/7 technical support for T-Mobile customers, addressing device issues and network problems.
- Assisted in account setup and troubleshooting, ensuring a seamless customer experience.
- Achieved a high customer satisfaction rate through effective communication and problem resolution.