

# Matthew Malone

## Senior IT Specialist | Network & Infrastructure

Southaven, MS • [memphis.matthewmalone@gmail.com](mailto:memphis.matthewmalone@gmail.com) • 662-901-9904 • [linkedin.com/in/matthew-malone-82b09099](https://www.linkedin.com/in/matthew-malone-82b09099)

## Professional Summary

IT infrastructure and network professional with 10+ years of MSP and enterprise experience supporting small business, healthcare, manufacturing, and property management environments. Expertise includes infrastructure operations, virtualization, Active Directory, network security, and disaster recovery. Continuously expanding capabilities in cloud and AI technologies to improve modern IT operations.

## Core Skills

Infrastructure: Windows Server, Active Directory & Group Policy, DNS/DHCP, Virtualization, System upgrades, Backup & disaster recovery

Networking: Routing & switching, VLANs, Firewalls & VPN, Network troubleshooting

Security: System hardening, Patch coordination, Access control / least privilege, Incident response support

Operations: User support, Documentation & training, Change coordination, Cross-functional collaboration

## Experience

### Senior IT Specialist

Hino Motors Manufacturing USA, Inc. — Marion, AR • Jan 2022 – Nov 2025

- Managed and upgraded IT infrastructure; reduced downtime by 15% through proactive maintenance and monitoring.
- Managed Windows Server estate, Active Directory, and GPOs to centralize device and user policies across sites.
- Improved backup and disaster recovery procedures with repeatable restore testing and reduced recovery time.
- Collaborated with network and security teams to harden systems and enforce least-privilege access.
- Documented procedures and trained staff on operational workflows and incident response.

### Network Engineer

Computers & Networks Inc. — Memphis, TN • Nov 2016 – Jan 2022

- Designed and maintained LAN/WAN networks including routing, switching, and VLAN segmentation.
- Configured and supported firewalls and VPNs for secure remote access and site-to-site connectivity.
- Standardized troubleshooting procedures to reduce mean time to resolution for network incidents.
- Delivered upgrades and migrations with low customer impact through coordinated change windows.

### Network System Administrator

Business Computers of Memphis — Memphis, TN • Oct 2015 – Oct 2016

- Configured and managed routers and switches; improved network efficiency by 20%.
- Implemented security controls; reduced vulnerabilities by 30%.
- Improved system uptime to 99.9% through proactive troubleshooting and maintenance.

- Maintained backup routines and provided recovery support during client incidents.

### **Lead Receiving**

Glazer's Distributors • Jan 2009 – Jan 2014

- Managed receiving operations and inbound logistics to ensure timely inventory processing.
- Reduced inventory discrepancies by 15% through improved control measures and documentation.
- Supervised and trained a team of 10 employees; improved operational efficiency by 20%.

### **Aviation Maintenance**

United States Navy • Aug 2005 – Nov 2008

- Performed aircraft inspections and maintenance in accordance with strict safety and procedural standards.
- Diagnosed issues and completed repairs to ensure mission readiness; collaborated on continuous improvement.

### **Education**

- ITT Technical Institute-Cordova — BAS Information Systems & Cyber-security (Cyber Security), 2015–2017
- ITT Technical Institute-Cordova — AAS Network System Administration, 2013–2016