

# Matthew Malone

## *Senior IT Specialist – Network & Infrastructure*

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### Professional Summary

Multifaceted IT specialist with 10+ years of experience designing, securing and operating networks, servers and critical infrastructure across manufacturing and service industries. Demonstrated success reducing downtime, improving backup and disaster recovery readiness, and supporting high-availability environments through proactive maintenance and user training. Skilled in hybrid infrastructure design, virtualization, routing/switching, firewall/VPN configuration and end-user support. Proven collaborator able to translate business requirements into technical solutions and provide exceptional service to production departments, office staff and customers.

### Core Competencies

**Infrastructure:** Windows Server (AD, GPO, DNS, DHCP); Virtualization (VMware, Hyper-V); O365/Azure administration; Database & file server maintenance

**Networking:** LAN/WAN design & troubleshooting; Routing & switching (VLANs, QoS); Firewall & VPN configuration; VoIP & SIP systems

**Security & DR:** System hardening & patching; Vulnerability management; Disaster recovery planning & backups; Camera & access control systems

**Service & Support:** IT asset provisioning & lifecycle management; Training & onboarding (kiosk tablets); Vendor & ISP coordination; Remote monitoring & remediation

### Professional Experience

#### Senior IT Specialist — Hino Motors Manufacturing USA

Jan 2022 – Present

- Developed and supplied a comprehensive disaster recovery template, standardizing backup procedures and enhancing manufacturing resilience.
- Coordinated ISP installations and configured firewall tunnels to support a VoIP phone system, ensuring reliable communication across the plant.
- Managed enterprise backup infrastructure and maintained on-site and off-site copies for critical systems, achieving improved recovery times.

- Designed and deployed tablet kiosks for employee training/onboarding; locked down devices to kiosk mode to ensure consistent user experience.
- Provisioned hardware and created user accounts for new hires; maintained IT asset inventory and lifecycle documentation.
- Installed and supported specialized hardware including engravers, QA measurement tools, 3D printers and multi-function printers, integrating devices with production software.
- Monitored and maintained network infrastructure: terminated network cabling, troubleshoot production switches, and resolved connectivity issues for PPE machines and other equipment.
- Assisted with the installation and expansion of a plant-wide IP camera system for production and security monitoring.
- Supported all production departments and office staff as the primary IT contact, providing timely troubleshooting, training and vendor coordination.

#### Network Administrator / Remote Support Specialist — InCare Technologies, Inc.

Jan 2021 – Oct 2021

- Designed and implemented network and cloud connectivity solutions for SMB and enterprise clients, including routing, switching, firewalls and VPNs.
- Provided Tier 3 support for Windows Server, Exchange/Office 365, SQL Server and SharePoint environments; performed maintenance and upgrades.
- Deployed and maintained virtualization stacks (VMware, Hyper-V & Citrix) and remote access technologies (Terminal Services, Citrix, VPN).
- Executed backup and disaster recovery operations, including cloud and off-site replication, to meet recovery objectives.
- Conducted remote monitoring and remediation via scripts and agent updates; responded to alerts to prevent outages.
- Maintained detailed documentation (network diagrams, SOPs) to streamline support and facilitate knowledge transfer.

#### Network Engineer — Computers & Networks Inc.

Nov 2016 – Jan 2022

- Designed, deployed and maintained LAN/WAN architectures for regional manufacturing and distribution clients.
- Configured firewalls, VPNs and VLANs to secure networks while enabling remote access and site-to-site connectivity.
- Migrated on-premises workloads to virtualized environments (VMware & Hyper-V), reducing hardware footprint and improving redundancy.
- Implemented monitoring and incident response processes, reducing network outage resolution time by over 30%.
- Served as escalation point for Tier 2 and Tier 3 support; provided training to junior technicians.

### Additional Experience

- Material Handler, SYNEX (Feb 2015 – Jul 2015): Verified and prepared inventory, printed labels via HTML/Java; trained associates on process improvements.
- Order Processor, Teleflex Medical (Sep 2014 – Jan 2015): Audited outbound equipment using SAP and ensured accurate shipments.
- Lead Receiving, Victor L. Robilio Co. (Jul 2009 – May 2014): Managed receiving operations, verified purchase orders, and supervised warehouse staff.
- International Outbound Clerk, Johnson & Johnson (Jul 2008 – Jul 2009): Picked, packed and shipped products using RF scanning equipment.
- Aviation Structural Mechanic, United States Navy (Aug 2005 – Nov 2007): Maintained aircraft environmental systems (oxygen, cabin pressurization, fire extinguishing, air conditioning) and performed scheduled inspections.

### Education

- Bachelor of Applied Science (BAS), Information Systems & Cybersecurity — ITT Technical Institute
- Associate of Applied Science (AAS), Network System Administration — ITT Technical Institute