MATTHEW DAVIS

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CAREER OBJECTIVE

IT graduate with CompTIA A+ and Network+ certifications and hands-on experience building and supporting a virtual enterprise lab environment. Strong troubleshooting and customer service background. Seeking an entry-level IT Support Specialist or Help Desk role.

EDUCATION

Bachelor of Science: Information Technology | Southern New Hampshire University | 2025

- **GPA:** 3.841
- **Concentration:** Cybersecurity

HOME-LAB PROJECTS

- Built virtual Windows Server lab with AD, DNS, DHCP to simulate small business network.
- Managed domain users, OUs, and Group Policy Objects.
- Configured multiple VLANs and managed switch ports on Cisco hardware using IOS CLI.
- Configured pfSense firewall with VPN and network segmentation.
- Monitored network traffic using Suricata IDS/IPS.
- Performed OS installs, hardware setup, troubleshooting, and backup testing.

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+
- CompTIA Security+ (currently studying, estimated completion: May 2026)

SKILLS & CORE COMPENTENCIES

- Windows 10/11 & Windows Server
- Adaptability & Flexibility
- TCP/IP, DNS, DHCP, VPN, VLANs
- Problem-solving & Critical thinking
- Basic Python, SQL, & Linux OS
- Time Management & Organization
- Microsoft 365
- Communication (written & verbal)

WORK EXPERIENCE

CAP 1 Associate, WALMART (Caro, MI)   **2018 – present**

- Provided high-volume customer support and resolved device-related issues.
- Used handheld systems and internal software to manage inventory data.
- Collaborated with team members to meet operational deadlines.

Inventory Specialist, BEST BUY (Flint, MI)   **2016 - 2018**

- Assisted Geek Squad with home installations, configurations, troubleshooting, and repair.
- Explained technical solutions clearly to customers.
- Utilized inventory systems to track and process equipment shipments.