

Matthew Fosenburg

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Seasoned IT professional with progressive leadership experience building and managing comprehensive technology infrastructure from the ground up. Demonstrated success in establishing end-to-end IT operations, implementing SOC 2 compliant security protocols, and developing proprietary systems that scale efficiently. Adept at balancing technical excellence with strategic business objectives while maintaining 24/7 operational reliability across diverse technology environments..

A2Zsync, Denver CO

Information Technology Manager | 2024 - Present

Successfully initiated IT operations by assuming responsibility for all pre-existing IT functions and rapidly developing a comprehensive suite of IT services, including in-person and virtual helpdesk support, equipment inventory management, A/V and office network operations, systems management, security services, mobile device management (MDM), and SOC 2 control implementation.

AI Photo Booths, Bay Area CA

Co-founder & COO | 2020 - Present

- Architected and implemented end-to-end proprietary technology infrastructure supporting operations for over 1,000 events annually and processing 127,000+ photos yearly
- Designed and deployed custom hardware configurations optimized for reliability in diverse event environments while maintaining strict quality standards
- Developed scalable cloud-based backend systems for photo storage, retrieval, and integration with client platforms
- Implemented comprehensive security protocols to ensure data integrity and compliance with privacy regulations
- Established automated workflows for event setup, equipment maintenance, and remote troubleshooting to maximize operational efficiency
- Created and maintained documentation and training systems for technical and non-technical staff
- Managed vendor relationships and technology procurement while optimizing IT expenditure

Grabango, Berkeley CA

Information Technology Technician | 2020 - 2021

Information Technology Manager | 2021 - 2022

Senior Information Technology Manager | 2022 - 2023

Senior Information Technology Manager | 2023 - 2024

Hired to start up IT: took the handoff of any existing IT tasks from others, then quickly established a full set of IT services: in-person and virtual helpdesk, equipment inventory, running A/V and office network, systems management, security services, MDM, SOC 2 controls, and more!

- Solely responsible 24/7 for every aspect of IT for all 100+ employees and 250+ contractors, both in the office and remotely.
- Selected, tested, and deployed security software across all laptops and major OSes (Win/Mac/Linux)
- Re-architected access for all company core systems by securing them with Okta/SAML
- Re-architected VPN solution with TailScale
- Developed efficient, effective, and secure on- and off-boarding systems in partnership with People and Engineering Teams. Automating this process end-to-end
- Designed, Implemented, and maintained a MacOS MDM solution (Kandji)
- Designed, Implemented, and maintained office AV systems to support a smooth hybrid environment
- Designed, Implemented, and maintained SOC 2 controls to support the organization's security posture. (3 Years passing without any expectations)
- Eliminated equipment downtime for employees: maintained excellent pre-provisioned inventory within a

limited budget

- Responsible for fulfilling all ISP requirements for establishing new stores from procurement through installation.

RedAwning, Emeryville CA

Information Technology Generalist | 2018 - 2020

Hired to take over IT from the DevOps/IT Manager so that he can focus on DevOps 90% of the time.

- **IT Strategy and Planning:** Develop and implement IT strategies to support the organization's operational goals. Identify opportunities for innovation and improvement within the IT infrastructure.
- **System Administration:** Oversee the daily operation of various IT systems. This includes system installation, configuration, maintenance, and troubleshooting.
- **Network Management:** Manage and maintain the organization's network infrastructure, including servers, routers, and other hardware. Implement upgrades and repairs as necessary.
- **Cybersecurity:** Implement and monitor security protocols to protect the organization's data and IT systems from threats. Regularly update the security systems as per the latest industry standards.
- **Data Management:** Oversee the management of company data, ensuring the data's safety, security, and accessibility.
- **IT Support: Provide IT support to all departments in the organization.** Troubleshoot and resolve any IT-related issues in a timely and efficient manner.
- **Vendor Management:** Liaise with IT vendors to ensure all systems function as expected. Coordinate upgrades, installations, and maintenance services.
- **Project Management:** Led IT projects from conception to completion. Coordinate with various teams to ensure projects meet deadlines and stay within budget.
- **Staff Training and Development:** Train and mentor IT staff. Encourage continuous learning and professional development within the team.

NorCal Indoor Sports, Woodland CA

Owner & Operator | 2015 - 2018

As the owner and operator of NorCal Indoor Sports, I effectively managed and improved all aspects of business operations, including designing and implementing a proprietary IT system. This system successfully integrated diverse functions such as league management, birthday party bookings, batting cage schedules, and point-of-sale transactions, significantly enhancing operational efficiency and customer satisfaction.

Granbury Solutions, Dallas TX

Personal Services Organization (Software/Hardware Installer & Support) | 2012 - 2014

Software Quality Assurance Analyst | 2014 - 2015

SKILLS AND TOOLS

<ul style="list-style-type: none">• Windows / macOS / Linux• iOS / Android• Google Admin / O365• Slack• Okta / SCIM / SAML• BitDefender• Kandji / SCCM• 1Password / Bitwarden / LastPass• Shell Scripting / Bash / Python / SQL / PHP• Ansible / SALT• Tableau / ReDash / Hollistics• Grafana / Prometheus	<ul style="list-style-type: none">• MySQL/PostgreSQL• Atlassian / Jira / Confluence• Zoom / A/V Systems• GitHub• HubSpot• AWS / GCP• Cloudflare / DNS / PiHole• End-User Security• Nagios / UpTime Kuma• PagerDuty• Lever / Greenhouse• IPsec / TailScale / OpenVPN / Wireguard
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