Matthew Fosenburg

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EMPLOYMENT

Grabango, Berkeley CA

Information Technology Technician | 2020 - 2021

Information Technology Manager | 2021 - 2022

Senior Information Technology Manager | 2022 - 2023

Director of Technology | 2023 - Present

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 (when available)
- 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.
- I am proud to have received recognition two times in a row for embodying our company's core values.

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.

- **Business Strategy and Planning**: Developed and implemented strategic plans to drive business growth and identified and pursued new business opportunities, including adding new sports leagues and services.
- **Operations Management**: Oversaw all aspects of business operations, including scheduling and managing sports leagues, birthday parties, and batting cages. Ensured seamless day-to-day operations for the facility's numerous functions.
- **IT System Development**: Designed and built a proprietary internal system to manage and integrate the operations of leagues, birthday parties, batting cages, and point-of-sale systems. This significantly increased operational efficiency and customer satisfaction.
- **Financial Management**: Managed the financial aspects of the business, including budgeting, forecasting, and financial reporting. Oversaw all revenue and expense management.
- **Staff Management and Training**: Hired, trained, and managed a diverse team of employees. Fostered a positive and collaborative work environment.
- **Customer Service**: Ensured high levels of customer satisfaction through excellent service. Regularly interfaced with customers to receive feedback and make improvements where necessary.
- **Facility Management**: Managed the maintenance and upkeep of the facility to ensure a safe and pleasant environment for patrons and staff.
- **Marketing and Promotions**: Developed and implemented marketing strategies to promote the facility and its services. Managed social media presence and other promotional activities.
- **Vendor Management**: Managed relationships with vendors and suppliers to ensure high-quality and timely delivery of goods and services.
- **Risk Management**: Implemented risk management strategies to protect the business and ensure safety and health regulations compliance.
- **Community Relations**: Fostered strong relationships within the local community. Participated in community events and sponsored local teams to build goodwill and brand recognition.

Granbury Solutions, Dallas TX

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

Software Quality Assurance Analyst | 2014 - 2015

SKILLS AND TOOLS

● Windows / macOS / Linux	● MySQL
● iOS / Android	● Atlassian / Jira / Confluence
● Google Admin / O365	● Zoom / A/V Systems
● Slack	● GitHub
● Okta / SCIM / SAML	● HubSpot
● BitDefender	● AWS / GCP
● Kandji / SCCM	● Cloudflare / DNS / PiHole
● 1Password / Bitwarden / LastPass	● End-User Security
● Shell Scripting / Bash / Python / SQL / PHP	● Nagios / UpTime Kuma
● Ansible / SALT	● PagerDuty
● Tableau / ReDash / Hollistics	● Lever / Greenhouse
● Grafana / Prometheus	● IPsec / TailScale / OpenVPN / Wiregaurd