Matthew Francis

Hamilton, Ontario
MattFrancis2424@gmail.com — linkedin.com/in/matthew-francis — (289) 237-5620

Professional Summary

Infrastructure-focused IT Technician with experience supporting business-critical systems across managed service and network environments. Skilled in infrastructure monitoring, incident triage, and troubleshooting Windows, Linux, and network systems. Hands-on experience with virtualization, Microsoft 365 administration, VPN connectivity, and enterprise network deployments. Strong background in telecom and networking with a progression into systems administration and infrastructure support.

Technical Skills

- **Systems:** Windows Server, Windows 10/11, Linux, Ubuntu
- **Virtualization:** Proxmox, Virtual Machines, Containers
- **Networking:** TCP/IP, DNS, DHCP, VPN, WireGuard, VLANs, HTTP/S, SSL
- **Cloud & Identity:** Microsoft 365 Administration, Entra ID (Azure AD), Azure Fundamentals
- **Tools:** HaloPSA, RMM Platforms, Bitwarden, Remote Support Tools, 3CX VoIP
- **Core Functions:** Infrastructure Monitoring, Incident Triage, Troubleshooting, Escalation, Documentation

Experience

- **IT Technician** — 2025 – Present
  Weidmark Integrated Technologies — *Guelph, Ontario*
  - Provide remote and onsite IT support across Windows, Linux, and networked environments for business clients
  - Configure and administer Microsoft 365 and Entra ID (Azure AD), user accounts, and security policies
  - Deploy and maintain network infrastructure including VPN connectivity (WireGuard), firewalls, printers, and endpoint systems
  - Manage virtualization environments using Proxmox hosting Windows Server and Linux virtual machines
  - Troubleshoot hardware, software, and network issues while documenting resolutions within internal knowledge systems
  - Respond to infrastructure alerts and coordinate troubleshooting of production issues affecting client environments

- **Network Technician** — 2023 – 2025
  Max Aicher North America — *Hamilton, Ontario*
  - Installed and maintained LAN/WAN networks including structured cabling, wireless systems, and switching infrastructure
  - Migrated legacy network racks to Aruba switching environments including configuration transfer and validation
  - Managed IP surveillance systems using Pelco VideoXpertPro
  - Performed network diagnostics, cable testing, and infrastructure documentation

- **Fiber Optic Splicer** — 2020 – 2023
  Connectall Communications Ltd. — *Beamsville, Ontario*
  - Installed, tested, and repaired fiber optic and copper telecommunications systems
  - Performed fusion and mechanical splicing, termination, and FTTH quality assurance testing
  - Diagnosed signal issues using fiber meters and troubleshooting tools to maintain service reliability
  - Provided field service support for telecom infrastructure deployments and maintenance

Infrastructure Projects

- **Proxmox Virtualization Homelab**
  - Built and maintained a virtualization environment using Proxmox to host Windows and Linux virtual machines
  - Configured a Windows Server lab environment for Active Directory and enterprise administration practice
  - Deployed Linux services, VPN connectivity, and segmented lab networks for testing infrastructure scenarios
  - Simulated service outages and troubleshooting scenarios to strengthen operational infrastructure skills
- **Microsoft 365 Security and Administration**
  - Implemented Microsoft 365 and Entra ID security configurations across managed tenants
  - Reviewed Secure Score recommendations and improved authentication and identity protection policies
  - Documented tenant security risks, configuration changes, and operational procedures

Education

Self-Directed Technical Training
Systems Administration, Networking, Cloud Infrastructure