Matt Taylor

AUTOMATION, INFRASTRUCTURE & IT LEADERSHIP

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PROFESSIONAL SUMMARY

Hands-on engineer and IT leader with more than 15 years building business technology, specializing in **automation, infrastructure, and software that makes daily work easier**. Combine direct engineering ownership with technical direction, budgets, and team development. Built integrations and internal tools that expanded a lean IT team's capacity as the business grew.

CORE COMPETENCIES

Automation & Integrations | Microsoft 365 & Entra ID | Infrastructure & Networking | Security & Endpoint Management | Acquisition Integration | Technical Direction & Budgets | Team & Service Management | RBAC & Identity Governance

WORK EXPERIENCE

Affinity Group

Oct 2022 to Sep 2026

IT Director

*Hired as IT Manager to **standardize infrastructure and operations so more than a dozen businesses would run as one company**; promoted to IT Director while staying hands-on. Personally owned **core infrastructure**, including Microsoft 365, Entra ID, Azure, on-premises servers, networks, and security, for 1,000+ employees across 80+ locations. Led a team of three including me, supporting 850 users across 51 offices.*
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- Ran **Azure and on-premises infrastructure**: Azure VMs and RemoteApp workloads, Windows Server, Hyper-V, and RDS with RD Gateway. Operated the separate local Active Directory domain supporting RDS, with redundant domain controllers and Group Policy, plus server patching, monitoring, and Veeam backup and recovery.
- Owned **Microsoft 365 platforms**: Exchange Online, SharePoint, Teams, and OneDrive. Built intranet, hub, and department sites with group-based document-library permissions, audience targeting, and controls on external sharing.
- Designed **RBAC and identity governance** across Entra ID, local AD, and infrastructure tools. Used dynamic groups for department-driven access and licensing, administrative units for scoped delegation, and Entra SSO for 20+ SaaS apps, with SCIM where supported. Configured PIM and reviewed privileged access across systems.
- Engineered **identity and security controls**: Conditional Access for MFA, geography, and sign-in risk; separate daily and admin accounts; and controlled privileged access. Operated Defender and Purview, hardened Microsoft 365 against ScubaGear baselines, and handled security investigations through recovery and follow-up.
- Built **automation and business applications** with PowerShell, Python, Power Automate, Logic Apps, and Azure Automation. Automated onboarding, role changes, and departures with IT approval for offboarding; built employee messaging and QuickBooks deposit entry. Ran Power Platform and Dataverse and published documentation from live system data through GitHub Actions.
- Designed the **standard Meraki and Aruba office network** with security VLANs and personally installed it across an inherited region, right-sized an oversized firewall fleet with no site visits, owned internet for all 51 offices, and launched a **managed SD-WAN migration**.
- Built **Intune endpoint and patch management** for about 1,300 endpoints: Autopilot, Entra join migration, Windows 11, BitLocker, LAPS, staggered update rings, **Action1** for third-party patching, and detect-and-remediate scripts for drivers, settings, and leftover software.
- Led **cross-tenant migrations** for five acquisitions with a reusable PowerShell and Movebot toolkit and playbook that made later integrations faster, and consolidated every regional phone system onto **Teams Phone**, doing all number porting personally.
- Wrote the **technology roadmap**, managed budgets and vendors, and secured board approval for security and reporting investments, personally implementing shared Microsoft Fabric capacity. Mentored a technician into project ownership and recruited and onboarded an offshore helpdesk technician.
- Served as the **technical escalation point for IT, data, and BI teams**, triaging tickets and resolving complex issues. Configured Freshservice and built an AI-assisted operations platform and MCP server with scoped access and approval for disruptive actions. Wrote AI policies and trained power users.

Ross & Witmer

Apr 2011 to Oct 2022

IT Manager

*Sole IT owner for an HVAC service business of up to 125 users for **11.5 years**. Built its IT from the ground up as it grew from one location to three offices through two acquisitions, then built the software around it: web and field applications and business integrations that removed paper and manual re-entry.*

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- Designed, built, and ran **the infrastructure**: Active Directory, Group Policy, Microsoft 365 with hybrid identity, Hyper-V, and RDS RemoteApp. Moved shared files to SharePoint and OneDrive and established 3-2-1 Veeam backup with an encrypted offsite copy and used shared platforms to integrate both acquisitions.
- Provided **IT support for office and field staff**, triaging accounts, devices, applications, connectivity, and phones. Owned vendor coordination, purchasing, and IT spending, with leadership approval for major decisions. Built PRTG, InfluxDB, Grafana, and custom SNMP monitoring, using trends to guide fixes and automation; added password-spray and Kerberoasting detections.
- Led a **service-management software migration**, coordinating vendor selection, cutover, training, and validation of vendor-converted data. Moved field staff from paper to managed iPads with on-site payments and live work-order entry, removing repeated office data entry.
- Built **business software for office and field staff**: a VB.NET pricing calculator hosted on IIS and mobile-friendly parts and price lookups. Automated directory and pricing updates in SharePoint through Power Automate, replacing manual upkeep.
- Connected three offices through a **Meraki and Aruba network**, site-to-site VPN, a voice VLAN, and wireless bridges. Replaced the failing phone system with hosted VoIP, then Zoom Phone, retaining brand-specific numbers, routing, call queues, and after-hours coverage.
- Owned **security and PCI DSS compliance** for card payments in the field, online, and in the office. Completed annual self-assessments; deployed Duo, local admin password rotation, Conditional Access, Defender for Business EDR, and email protection, testing attack-blocking rules before enforcement.
- Reverse-engineered the service-management database to build a **Python maintenance-reminder application**. Identified customers due for seasonal visits and sent personalized emails, with scheduling, suppression lists, and duplicate-send protection.

INDEPENDENT SOFTWARE & VENTURES

Matt's Volleyball / Volleyball Engine

Founded **Matt's Volleyball** (mattsvolleyball.com), serving 200 players per season, four seasons a year. Built Volleyball Engine for registration, Stripe payments, scheduling, balanced teams, and live scoring, with automated release checks. Recruited and trained contractors and managed league operations around full-time employment.

After Hours Data Systems, mobile software

Taught myself **mobile development**, built around 20 apps, and retired the unprofitable ones to focus on a product with over 50,000 lifetime sales. Rebuilt it in Flutter for iOS and Android; occasional upkeep fits outside employment.

EDUCATION

B.S. Computer Information Systems Western Carolina University

Cullowhee, NC

CERTIFICATIONS

Microsoft Certified Solutions Expert, Server Infrastructure	Microsoft
VMware Certified Associate	VMware

SKILLS

Automation and software: PowerShell, Python, TypeScript, Microsoft Graph, REST APIs, Power Automate, Logic Apps, Azure Automation

Microsoft platforms and identity: Microsoft 365, Exchange Online, Azure, Power Platform, Dataverse, Microsoft Fabric, Active Directory, Entra ID, Conditional Access, PIM, RBAC, SSO, SCIM

Security and devices: Defender XDR, Purview, CISA ScubaGear, Intune, Autopilot, BitLocker, Group Policy, PDQ Deploy, Action1

Infrastructure: Windows Server, Hyper-V, VMware, RDS, Veeam, Meraki, Aruba, SD-WAN, VLANs, VPN, Teams Phone, Freshservice, ITIL