

# Matthew Hughes

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## Experience

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### IT Technician

May 2025 – March 2026

*Antenna Group*

New York, NY

- Facilitated the migration of 2.5TB of data from Google Drive to Microsoft OneDrive and SharePoint, maintaining access controls and minimizing disruption.
- Managed Microsoft Teams by applying templates, linking SharePoint resources, and resolving collaboration issues across teams.
- Provided cross-platform support for Microsoft 365 and Google Workspace, handling user onboarding/offboarding, email security, and helpdesk requests.
- Administered macOS device updates and compliance using Mosyle MDM, and coordinated on-site IT support at the NYC office as needed.

### IT Systems Support

July 2024 – April 2025

*Resource Recovery Center of Orange County*

Middletown, NY

- Delivered Level 1 & 2 technical support for end users, resolving hardware, software, and network issues through Spiceworks ticketing system.
- Reimaged, configured, and deployed Windows 10/11 endpoints for onboarding and offboarding, including user provisioning, Microsoft Office 365 setup, and secure system configuration.
- Leveraged Datto RMM to monitor system performance, ensuring uptime and security.

### Junior Computer Support Technician

April 2023 – June 2024

*Advantage Business Solutions*

Nyack, NY

- Provided IT support for a Managed Service Provider (MSP) in the tri-state area, diagnosing and resolving system, network, and application issues with Atera RMM tools.
- Managed client communications via phone and email while in the office, providing prompt assistance and technical resolutions to minimize downtime.

## Skills

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- **Operating Systems & Cloud:** Microsoft Office 365, Google Workspace, Windows 10/11, macOS
- **System Administration:** Active Directory, Microsoft Intune, Ticketing Systems, Data Migration
- **Networking & Security:** DNS, VPN, Endpoint Security, Access Management, MDM
- **Automation & Scripting:** Python, PowerShell, Java, Web Development

## Education

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Master of Science (M.S.) in Cybersecurity (In Progress)

May 2027

*Empire State University*

Bachelor of Science (B.S.) in Computer Science

December 2023

*SUNY New Paltz*