MATHEW MONTALVO

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PROFESSIONAL SUMMARY

IT Support Technician with hands-on experience resolving Windows 10/11, Microsoft 365, printer, malware, hardware, and small-business network issues. Operates Tech West PC Repair providing client intake, diagnostics, remediation, documentation, and follow-up support with 90%+ same-day resolution. CompTIA A+, Network+, and ITF+ certified with field deployment experience from a 180-hour IT practicum and additional labs in Active Directory, Linux, security hardening, and ticketing workflows.

TECHNICAL SKILLS

Support: Windows 10/11 troubleshooting, end-user support, help desk, hardware diagnostics, printer support, malware remediation, data backup, OS installation, system imaging, remote support, technical documentation

Microsoft / Productivity: Microsoft 365, Outlook, OneDrive, Word, Excel, Google Workspace, account support, password resets, file access troubleshooting

Systems / Tools: Active Directory, Windows Server, Ubuntu Server, Docker, NGINX, PowerShell, Bash, RDP, AnyDesk, TeamViewer, Clonezilla, Macrium Reflect

Networking / Security: TCP/IP, DNS, DHCP, Wi-Fi troubleshooting, VPN, file sharing, UFW, Fail2Ban, Nessus, OpenVAS/GVM, security hardening

PROFESSIONAL EXPERIENCE

Independent IT Technician | Tech West PC Repair | San Sebastian, PR **2023 – Present**

- Provide direct hardware, software, printer, malware, and network support for residential and small-business clients across 12+ recurring accounts.
- Diagnose Windows failures, driver issues, slow systems, Wi-Fi/DNS problems, account access issues, and file-sharing errors with 90%+ same-day resolution.
- Manage client intake through resolution, explain findings in plain language, set expectations, and document completed work in client-facing service summaries.
- Perform malware remediation using endpoint isolation, Microsoft Defender/Malwarebytes scans, startup review, and clean-system validation.
- Complete SSD upgrades, HDD/SSD cloning, RAM testing, BIOS/UEFI updates, OS installation, backups, and post-repair validation.

Practicum Intern | ITAuditors PR | Puerto Rico **2026 | 180 Hours**

- Executed field deployments across 5 client environments: structured cabling, rack organization, patch panel work, keystone and wall plate installation, and end-to-end connectivity testing.
- Configured and deployed MikroTik routers and Grandstream devices in live office environments; documented topology notes and device settings for handoff.
- Assisted with mail server security hardening through configuration review, attack-surface reduction, and written remediation recommendations.

TECHNICAL PROJECT

IT, Network, and Security Lab | *Windows Server* | *Active Directory* | *Ubuntu* | *Wazuh* | *Palo Alto* | *Docker*

- Built a multi-system lab with Windows Server, Active Directory, DNS/DHCP, Palo Alto firewall zones, Wazuh monitoring, and Ubuntu/Docker services.
- Hardened an Ubuntu NGINX server using UFW, SSH key access, Fail2Ban, security headers, and reduced service exposure.
- Ran Nessus and OpenVAS/GVM scans against Windows and Linux systems; reviewed findings and documented remediation steps.

EDUCATION & CERTIFICATIONS

B.S. Computer and Network Technology, Minor in Network Security | GPA: 3.73 | **Graduated June 2026**
Inter American University of Puerto Rico, Aguadilla Campus | Highest GPA in Concentration

Certifications: CompTIA A+ | CompTIA Network+ | CompTIA ITF+ | TestOut PC Pro | TestOut Ethical Hacker | TestOut IT Fundamentals Pro | CompTIA Security+ (In Progress)