IT SUPPORT · INFRASTRUCTURE · FIELD TECHNOLOGY · TELEMATICS

MATTHEW MCCLUSTER

IT Support · Infrastructure · Field Technology · Technical Operations

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Matthew McCluster is a Southern Connecticut State University **Computer Science student** and Connecticut-based IT support and infrastructure professional with **hands-on technical experience since 2018**: desktop, laptop and business-application support at **Robert Half**, data-center, Cisco networking and Windows/Linux server work at **IPC Systems**, and staff platform/technical support at **F.R.E.E.D.O.M. Inc.** He also works with GNSS and fleet telematics, vehicle electrical/embedded diagnostics, cameras and sensors through **Whip Equipped LLC**, while operating the PostgreSQL/serverless platform behind McCluster Corp.

WHAT I BRING TO L1/L2 FIELD SUPPORT

End-user support: Windows and macOS devices; hardware, software, desktop, laptop and business-application issues; login, access, device and connectivity problems

Microsoft 365 & directory: Microsoft 365 administration (Exchange, OneDrive, Teams, SharePoint); Active Directory users, groups and permissions; Google Workspace

Troubleshooting: Printers, VPN, email and general connectivity

Deployments: Device imaging, technology rollouts, hardware swaps, system setup, workstation builds and user training

Ticketing: Documents work in a ticketing system; escalates Level 3 issues with full context

Hardware: Dell, Oracle and Sun server installs, PERC RAID, rack buildout, PDUs and environmental monitoring

Systems: Windows Server, RedHat, CentOS

Networking: Cisco Nexus 9000/4500, DHCP scope configuration, CAT6 and multi/single-mode fiber, connectivity troubleshooting

Equipment moves & decommissioning: Data-center transformation of a 5,000 sq ft facility; DoD-standard data destruction (dBAN) and ISO-standard e-waste handling

Working style: On site, independent, clear with non-technical users, documents the work and escalates with context

Availability: Reliable transportation; available for on-site work across Connecticut and New York

IT & TECHNICAL SUPPORT EXPERIENCE · 2018 TO PRESENT

2025 TO PRESENT

Founder / Digital Program Operator

McCluster Corp · Equity Uprise · Connecticut & Georgia

- Designed and operates the organization's platform end to end: Postgres schema and row-level security, serverless API functions, payments, and an automated release gate that blocks a bad deploy.
- Built and maintains the public web properties and the data behind them.

2021 TO 2026

Digital Marketing & Outreach Platform Manager

F.R.E.E.D.O.M. Inc. · Bridgeport, Connecticut

- Supported staff with platform access, posting, technical issues and digital workflow needs.
- Administered Microsoft 365 (Exchange, OneDrive, Teams, SharePoint) and Google Workspace accounts, access and permissions for staff.
- Set up and supported Windows and macOS devices, printers, email and VPN access; logged and tracked requests in a ticketing system.
- Coordinated live streaming, recording and media production for weekly public programming.
- Moved traditional outreach and communication processes onto modern digital systems.

FEBRUARY 2024 TO APRIL 2024

Creative Director

The WorkPlace · Connecticut · Client project: Onyx Elite LLC

- Led website and digital-experience work for Onyx Elite while directing collaborators and reviewing creative deliverables.
- Directed photography, videography and content production for event and campaign work.

2021 TO 2023

Infrastructure Engineer

IPC Systems · Fairfield, Connecticut

- Troubleshot access, connectivity, platform and system issues for business, technical and operations teams.
- Managed Active Directory users, groups and permissions and supported Microsoft 365 (Exchange, OneDrive, Teams, SharePoint).
- Imaged and deployed devices, performed hardware swaps, and documented work in a ticketing system, escalating Level 3 issues with full context.
- Data-center transformation of a 5,000 sq ft facility: rack buildout (Ortronics 45U, APC NetShelter 42U), CAT6 and multi/single-mode fiber, PDUs and environmental monitoring.
- Dell, Oracle and Sun server installs across Windows Server, RedHat and CentOS, with PERC RAID configuration.
- Cisco Nexus 9000/4500 networking and DHCP scope configuration.
- Supported IPC trading turrets (Touch, Pulse, IQMax, Edge) under trading-floor uptime pressure.
- DoD-standard data destruction (dBAN) and ISO-standard e-waste handling.

2018 TO 2021

Desktop / IT Support Technician

Robert Half · Norwalk, Connecticut

- Customer-facing support for hardware, software, desktop, laptop and business-application issues.
- Resolved login, platform-access, device and connectivity problems; communicated clearly with non-technical users.
- On-site L1/L2 support for Windows and macOS devices: Microsoft 365 and Active Directory account and access issues, printers, VPN and email.
- Imaged and deployed workstations and handled hardware swaps; tracked and documented tickets and escalated Level 3 issues.
- Supported technology rollouts, system setup, workstation builds and user training.

CONNECTED MOBILITY & FIELD TECHNOLOGY

OCTOBER 2026 TO PRESENT

Research & Development — Telematics & Connected Mobility

Whip Equipped LLC · Remote

- Develops connected-mobility and telematics systems spanning GNSS, vehicle data, sensors and embedded hardware.
- Current R&D is separate from Whip Equipped's earlier licensed dealer and parts operations.

2024 TO SEPTEMBER 2026

Parts Operations

Whip Equipped LLC · Georgia

- Managed automotive parts and vehicle-component workflows within the applicable parts-business scope.

2024

Dealer Operations / Vehicle Acquisition

Whip Equipped LLC · Georgia

- Handled vehicle acquisition and dealer operations only during the applicable licensed dealer period.

EDUCATION

Southern Connecticut State University, New Haven, Connecticut: B.S. Computer Science, first-year undergraduate, enrolled; expected May 2030.

CREDENTIALS

CompTIA ITF+ Certification: December 1, 2022.

IT Bootcamp Certificate: CT State Community College (Housatonic), September 20, 2023.

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