

Matthew Macris

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Executive Summary

Confident and capable IT professional with over four years of experience leading projects, supporting systems, and helping people succeed through clear, practical instruction. I specialize in application implementation, cloud computing, systems administration, and user support; with a strong track record of taking complex tools and processes and making them approachable for teams across departments. Whether I'm rolling out new software, training staff, or troubleshooting critical systems, I bring structure, patience, and results to everything I take on. Known for stepping into leadership roles naturally, bridging communication between users and technology, and turning everyday challenges into opportunities for growth—for myself and the people I work with.

Skillset

- Programming
 - C#, C++, Python
 - Bash, PowerShell
 - PHP, WordPress
 - MySQL, MariaDB
 - OpenVPN
- OS & Environments
 - Linux, OS X, Windows
 - Office, G-Suite
 - Microsoft Azure, AWS, SSH
 - Cisco Switches
- Certifications and other Experience
 - CompTIA A+ CE
 - CompTIA Cloud Essentials
 - MTA: Windows Server Administration Fundamentals
 - MTA: Windows Operating System Fundamentals

Education

Bellingham Technical College | 2018-2020 |

Associate of Applied Science in Computer Networking | 3.69 GPA |

Degree Certificates: Cloud Computing; Computer Programming; Computer Network Support

Work Experience

The Skagit Casino Resort - Application Specialist | July 2024 – Present

Was responsible for leading and managing software and application development, implementation, and optimization projects. I oversaw software installations, configurations, and upgrades while maintaining security and data integrity. Collaborated across multiple departments identify business needs, develop tailored solutions, and coordinate project timelines. Provide technical support, troubleshoot system issues, and train end users to maximize application efficiency. Maintain documentation and best practices to support ongoing system improvements.

The Skagit Casino Resort – PC/LAN Tech I & II | September 2022 – July 2024

Provided frontline technical support of hardware, software, and network-related issues. Installed, configured, and maintained computer systems, peripheral equipment, and enterprise applications. Handled calls and support tickets to resolution while escalating the more complex issues. Participated in user account management, system updates, and basic security configurations. Created and maintained IT documentation to enhance troubleshooting processes and user training.

Munros' Driving School – Certified Driving Instructor | March 2021 – December 2022

Provided classroom, online, and behind-the-wheel instruction as a fully certified Washington State Driving Instructor. Taught students ranging from teenagers to seniors, adapting lessons to meet diverse learning styles, cultural backgrounds, and confidence levels. Proctored both written knowledge tests and in-vehicle driving exams in accordance with state licensing standards, and created a calm, clear learning environment in high-pressure situations.

The Lones Group- IT Contractor | September 2020 – Present

Provided on-call and contract-based IT support under the direction of the owner, Denise Lones, often responding to urgent technical issues under tight time constraints. Handled critical hardware repairs, software troubleshooting, and networking issues that impacted classes, presentations, and daily operations. Ensured minimal downtime by quickly diagnosing problems and implementing effective solutions.

The Lones Group - IT Assistant | January 2019 – July 2020

Worked on everything from troubleshooting hardware and repairing computers to resolving basic networking and software problems. Gained valuable hands-on experience in IT support, strengthening my problem-solving skills and deepening my understanding of computer systems and networks.

Check out my Website – www.mattmacris.com

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Community Involvement

LinuxFest Northwest 2019 - Network Architect

Spent 3 months a part of the team responsible for designing, building and monitoring the network used for LinuxFest Northwest 2019. Our final implemented design was a secure and hardened network capable of supporting 1,500 concurrent users.

TAG Summit 2019 - Guest Speaker

Was invited to speak about my experience designing, building and then maintaining the large network for LinuxFest NW. I discussed some of the complications we faced, the solutions we implemented, and tips and takeaways I learnt from building a large network from scratch.

Lions Camp Horizon – Summer Camp Counselor

Provided full-time care and support for individuals with physical and mental disabilities, ensuring their safety, well-being, and engagement in camp activities. Assisted with daily living needs while creating a fun, inclusive, and enriching environment through recreational programs and social interactions.
