

MATTHEW BEAN

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Summary

Help desk technician supporting end users across web and SaaS platforms: ticket triage and prioritization against SLA, login, permissions, connectivity, and SSO troubleshooting, bug reproduction, and clean escalation to Tier 2/3. Six additional years administering a Salesforce CRM and owning records, licensing, and compliance for a producer network. Hands-on with hardware: PC builds, component-level diagnostics and repair, and workstation, printer, and peripheral setup. Studying for CCNA and running a Linux home lab built on Docker, Pi-hole DNS filtering, Tailscale VPN, and tshark packet capture. Completed Microsoft Learn training in Active Directory Domain Services, Microsoft Intune, and Azure Virtual Desktop. San Diego, available full-time.

Technical Skills

- **Systems & Infrastructure:** Windows 10/11 desktop administration and troubleshooting; Active Directory fundamentals (Microsoft Learn: Active Directory Domain Services); Azure Virtual Desktop & Windows 365 (Microsoft Learn: deployment and infrastructure monitoring); Linux server administration (Raspberry Pi OS, CLI, static IP configuration); Docker container deployment and management; basic virtualization concepts
- **Hardware & Physical Support:** PC building and component upgrades (RAM, storage, GPU); hardware diagnostics and repair, including boot/POST troubleshooting; printer, monitor, and peripheral installation and setup
- **Networking (studying for CCNA):** IP addressing & subnetting, routing & switching fundamentals, VLANs, DNS/DHCP, VPN configuration, basic network security concepts; troubleshooting connectivity, DNS, and access issues; hands-on with Pi-hole DNS filtering, Tailscale VPN, and packet capture and analysis using tshark and Wireshark
- **Platforms & Tools:** Salesforce CRM (configuration, records management, automation), GitHub Issues & Git version control, Google Workspace, join.me, Docker, Uptime Kuma, Homarr; adaptable to Microsoft Office and Adobe Acrobat workflows
- **Core Competencies:** Help desk & ticketing operations, user account provisioning/deactivation and permissions management, technical troubleshooting & escalation, SLA management, bug reproduction & documentation, system/status monitoring, client communication

Training & Certifications

- CCNA, in progress
- Microsoft Learn: Active Directory Domain Services, completed
- Microsoft Learn: Microsoft Intune Fundamentals, completed
- Microsoft Learn: Deliver Cloud-Hosted Desktops Using Azure Virtual Desktop and Windows 365, completed
- Microsoft Learn: Monitor and Maintain an Azure Virtual Desktop Infrastructure, completed

Professional Experience

JoyPunk LLC (Remote)

October 2025 – Present

Help Desk Support Technician

- First point of contact for support tickets, emails, chats, and calls covering the company website and SaaS applications
- Triage, log, and prioritize tickets in GitHub Issues, keeping response and resolution times within SLA
- Troubleshoot login, account, permissions, and connectivity issues across web and SaaS platforms, including SSO and password resets
- Resolve access issues remotely by walking non-technical users through browser, cache, cookie, and network steps, closing them at Tier 1 rather than escalating
- Diagnose website issues (broken links, page errors, form failures, slow load times) and support SaaS functionality, configuration, and integration problems
- Reproduce reported bugs and write detailed steps-to-reproduce; escalate anything beyond Tier 1 to Tier 2/3, engineering, or product with clear documentation
- Monitor system status dashboards and proactively communicate known outages or incidents to users

- Write and maintain knowledge base articles and troubleshooting guides, and flag recurring ticket patterns so repeat issues get a permanent fix instead of a repeat ticket

Uber / DoorDash

2016 – Present

Independent Contractor

- Picked up and dropped off passengers, creating a safe and positive rider experience
- Self-managed schedule and route planning via mobile dispatch and navigation apps
- Communicated directly with customers and merchants to resolve delivery issues

Rainbow Financial Group (Remote)

2019 – 2025

Technical Support Specialist & Executive Administrator

- Served as executive administrator for agent operations, owning agent paperwork end to end from intake through validation, filing, and record retention
- Monitored and renewed agent licensing to keep producers eligible and contract-ready for new carrier appointments
- Administered the company Salesforce org: created and modified custom fields, built automated actions, and maintained data quality across agent records
- Managed Salesforce user accounts end to end: created and deactivated users, reset access, and assigned profiles and permission sets as agents onboarded and departed
- Managed the full insurance agent licensing and credentialing lifecycle: collecting, validating, and tracking carrier-required documentation from submission through approval
- Identified, diagnosed, and resolved platform issues; escalated complex technical matters to Salesforce support and coordinated resolution with internal stakeholders
- Audited agent records against changing carrier requirements each cycle, correcting data errors before they could block a carrier appointment
- Facilitated and led internal meetings via join.me to communicate platform updates, procedural changes, and carrier requirements to agents
- Primary support contact for the agent network, resolving Salesforce access, record, and licensing issues by phone and email

Tops

2016 – 2018

Full Service Delivery

- Interfaced directly with clients in-home; recommended products tailored to individual needs and specifications
- Managed inventory and order fulfillment using shared Google Sheets and email; coordinated routes to meet 15-minute ETA deadlines
- Handled weekly cash drops and communicated inventory needs with partners and dispatch

Whole Foods Market

2015 – 2016

Cashier

- Processed cash, credit, debit, and check transactions with accuracy; created end-of-shift cash reports
- Resolved customer issues and returns; verified ID for age-restricted alcohol sales

Guitar Center, Laguna Niguel, CA

2014 – 2015

Sales Associate

- Met sales goals through cold calls, special orders, and contact with vendor companies
- Handled merchandising, weekly display design and set-up, hosting workshops, inventory, and money handling
- Educated associates on market trends and forecasts, and helped onboard new staff on policies and procedures

Walker Electric, Rialto, CA

2014

Electrician's Apprentice

- Assisted in assembling and wiring conveyor machines

Mother's Market & Kitchen, Laguna Woods, CA

2012 – 2014

Cashier

- Cashiering and training new cashiers; continuous customer service, returns processing, stocking, facing, and inventory adjustments
- Answered phones and directed calls following phone system protocols; assisted in cash counts for cashier rotation

Ocean Blue Detailing, Dana Point, CA

2011 – 2012

Boat Detailer

- Wash downs, waxing, windows, and general detailing of yachts; safely worked at heights exceeding 30 feet

Bean Investments, Laguna Beach, CA

2008 – 2011

Assistant

- Inventory, follow-up calls, scheduling appointments, filing, and data entry

IsoTis OrthoBiologics, Inc., Irvine, CA

2010 – 2011

Technician (AppleOne placement)

- Washed and autoclaved medical supplies supporting sterile clean room operations

Unique Finds, Laguna Beach, CA

2007 – 2011

Sales & Administration Associate

- Assisted in running the store's eBay and web storefront; priced, tagged, and prepared merchandise for the sales floor
- Scheduled deliveries, monitored progress, and communicated updates to customers; inspected merchandise against order documents
- Follow-up customer and sales calls, filing, and data entry; responsible for closing and setting the alarm

AppleOne, San Clemente, CA

2007 – 2011

Temporary Placements, Various Employers

- General office work, warehouse work, and assembly work across placements
- Warehouse floor maintenance with industrial equipment; product rework, replacing defective components on safety helmets; order assembly at a contact lens company

Target, Laguna Niguel, CA

2005 – 2006

Sales Associate

- Organized assigned department and restocked as needed
- Facing, inventory, and assisting guests with questions and store information

Home Lab & Hardware Projects

- Built and upgraded multiple PCs, including component installation/replacement and troubleshooting boot/POST failures
- Built and administer a Raspberry Pi 4 home lab server on Linux with static IP addressing, running services in Docker containers
- Configured Pi-hole for DNS filtering with Cloudflare upstream resolvers, full query logging, and API app-password authentication for integrations
- Configured Tailscale to provide secure encrypted remote access to the lab environment
- Deployed Uptime Kuma for service availability monitoring and Homarr as a unified dashboard, connecting both to Pi-hole through authenticated integrations
- Diagnosed a false-positive outage alert caused by an HTTP 302 redirect on an unauthenticated admin page, and corrected the monitor to a TCP port check
- Capture and analyze live network traffic with tshark using DNS, HTTP, and ICMP display filters; identified WPA2 encryption as the limit on wireless visibility and specified a managed switch with port mirroring as the fix
- Sourced a TP-Link TL-SG105E managed switch to extend the lab into 802.1Q VLAN segmentation, inter-VLAN routing practice, and port-mirroring packet capture
- Installed and configured printers, monitors, and other peripherals across personal and family systems

Websites & Technical Projects

Personal portfolio website

- Designed and built a personal portfolio website with the Astro framework, covering layout, component structure, content, and production build
- Implemented a cohesive design system based on the IBM Plex type family and a custom color palette, with every hue verified against a WCAG 4.5:1 minimum contrast ratio
- Built an interactive terminal component with input sanitization, tested against XSS probes to confirm untrusted input is handled safely
- Set up CI/CD using a GitHub Actions deploy workflow, with Dependabot configured for automated dependency updates

- Kept the build performance-focused and secure: the site ships roughly 14 kB of JavaScript with zero dependency vulnerabilities
- Automated supporting build tooling, including Open Graph preview image generation with a Node script
- Developed the site using an AI-assisted development workflow, working with AI coding agents for review and iteration

Crypto & Blockchain Experience

Personal projects

- Built and maintained GPU cryptocurrency mining rigs, including component selection, assembly, overclock and thermal tuning, and uptime monitoring
- Operate self-custody wallets, including hardware wallet setup, seed phrase security practices, and transaction verification
- Active cryptocurrency trading and portfolio tracking across major exchanges, with ongoing market research
- Operated blockchain nodes and interacted with on-chain and DeFi applications

Drone & RF Projects

- Built and repaired FPV quadcopters from the frame up, soldering ESCs, motors, video transmitters, and wiring harnesses
- Configured flight controllers in Betaflight using CLI commands and the GUI for setup, tuning, and failsafe configuration
- Set up and bound 2.4 GHz transmitter and receiver control links; diagnosed and resolved control-link dropouts
- Configured FPV video systems and headsets, selecting bands and channels and tuning antennas for a clean video feed
- Diagnosed 2.4 GHz interference, planned channel assignments, and range-tested to isolate signal loss

Education

Browning Academy — La Verkin, UT — High School Diploma — June 2006

Saddleback College — Mission Viejo, CA — Coursework toward an Associate's Degree in Photography with a minor in Business — 2006 – 2007