

MATTHEW DUNSTON

SECURITY OPERATIONS / IT ENGINEERING / AUTOMATION

Los Angeles, CA | github.com/MattYouKnowWho | linkedin.com/in/mdunston4u

PROFILE

Security support specialist combining endpoint and identity management, employee lifecycle operations, and AI-assisted automation. Independently builds internal tools adopted across security operations staff; mentors teammates and translates recurring support work into efficient, repeatable workflows.

EXPERIENCE

TRM Labs | Security Support Specialist

Remote | Oct 2025 - Present

- Support 500+ users and approximately 700 assets as part of a four-person team handling 700-1,200 tickets monthly; manage employee, account, and asset lifecycles for 6-15 new hires weekly.
- Independently built an AI-assisted operations application adopted across security operations staff, connecting ticketing, asset workflows, CLI automation, and voice-driven standardized ticket notes.
- Automated onboarding workflows, reducing processing time from approximately 15 minutes to 3-5 minutes per hire (67-80%); simplified CLI-driven offboarding to two clicks, approximately halving execution time.
- Built Microsoft Entra onboarding compliance automation that identifies missing requirements, sends targeted Slack reminders, and removes temporary exemptions once compliance standards are met.
- Conduct weekly MFA, FIDO2, and endpoint compliance reviews using Jamf, Intune, Entra, Azure, and Microsoft 365; contribute to policies designed to prevent data loss.
- Serve as the team's primary contact for operational questions and ideas; mentored two teammates on support workflows and practices.

OpenX | IT Operations Specialist II

Pasadena, CA (Hybrid) | Sep 2023 - Aug 2025

- Delivered Tier 1-3 IT support across US, APAC, and EMEA teams; onboarded 52 new hires, offboarded 40 employees, and led weekly IT orientations.
- Managed 300+ macOS devices through Jamf, deploying applications and policies; supported device security through Jamf and Intune and identity administration through Okta and Active Directory.
- Maintained global inventory, retired 215+ devices, and coordinated vendor logistics; contributed 128+ hours to HQ relocation, including network, AV, and workstation setup.

Beehively & Techabee (Insight Methods) | IT Support Engineer & Account Manager

Los Angeles, CA (Hybrid) | Nov 2021 - Sep 2023

- Supported \$150K+ in IT infrastructure serving 400 students and 60 staff; managed 750+ devices across ChromeOS, iPadOS, Windows, and macOS using Jamf and Mosyle.
- Installed and configured networks, documented systems in Confluence, administered Active Directory, and led SaaS onboarding, client training, and website updates.

TECHNICAL SKILLS

Jamf | Intune | Microsoft Entra | Azure | Microsoft 365 | Okta | Google Workspace | Zendesk | Slack | Active Directory | Device Lifecycle Management | Networking | AI-assisted Development

Integrations: Rippling, Linear, GCP, Microsoft Graph tooling, CLI workflows, LLM agents

Development: JavaScript | Python | React | Node.js | HTML/CSS | SQL | MongoDB

EDUCATION & CERTIFICATIONS

UC Irvine - Full Stack Web Development Certification, 2022

Monterey Peninsula College - A.S. Business Administration, 2021

Certifications: Jamf Pro Associate | Mosyle Associate