

Mateo Villanueva

Tier 2 Support Technician | IT Support Technician

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PROFESSIONAL SUMMARY

Junior systems administrator coming up from two years of tier 2 support at a regional title company. Already trusted with Active Directory cleanup, Windows Server patch nights and Veeam restore tests. Writes PowerShell for repetitive account and file-share work, holds CompTIA Server+ and keeps a Proxmox homelab running Ubuntu and a Windows domain.

EXPERIENCE & PROJECTS

Saguaro Title & Escrow · Phoenix, AZ

Mar 2024 — Present

Tier 2 Support Technician

- Took over monthly Windows Server patching for 22 VMs under supervision, staging updates in WSUS and confirming services came back before branch staff logged in.
- Cleaned up 340 stale Active Directory accounts and empty security groups with a PowerShell report the senior admin reviewed before every disable run.
- Ran quarterly Veeam restore tests of the escrow file share and documented each result, giving auditors evidence that backups could actually be recovered.
- Rebuilt NTFS permissions on a shared drive that had grown to 900 folders, replacing named users with role groups tied to departments.

Camelback Dental Partners · Scottsdale, AZ

Jun 2022 — Feb 2024

IT Support Technician

- Supported 11 dental offices with workstation, imaging-software and printer issues, escalating server faults with clear notes and screenshots for the outside provider.
- Replaced aging front-desk PCs at four offices on weekends so practice-management software was tested and ready for Monday patient check-in.

Homelab: Proxmox cluster with mixed Windows and Linux

- Runs a two-node Proxmox cluster hosting a Windows Server domain controller, an Ubuntu file server with Samba and nightly backups pushed to an offsite bucket.

EDUCATION

AAS, Information Technology – Systems Administration

2022

Salt River Technical College

SKILLS

Technical: Windows Server 2019 and 2022, Active Directory and Group Policy, Microsoft Entra ID, PowerShell, Ubuntu Server, Hyper-V, Veeam Backup & Replication, WSUS patching, DNS and DHCP, NTFS permissions, Freshservice, Proxmox

Certifications: CompTIA Server+ · CompTIA Network+