

MATT JAMES

U.S. Citizen • Relocating to Washington, DC Metro (VA / MD) • Available within 1 month
matt.aaron.james@gmail.com • (205) 386-0178 • mattaaronjames.com • tensorfitness.com

PROFESSIONAL SUMMARY

I build and run IT and security for fast-growing companies, with a focus on identity, Apple fleets, and automation. I was the first IT hire at a SaaS company, designed and built IT and security from the ground up, and mentored the IT team as it grew past 300. Currently I am an IT engineer at a regulated fintech company that grew from 200 to over 300 within the past year. I use AI every day to build scripts, and hold a Master's degree, CISM, Security+, and AWS Solutions Architect.

WORK HISTORY

CreditorWatch — IT Systems Engineer

Melbourne, VIC • 10/2025–Current

- Engineers the company's identity, endpoint, network, and SaaS systems, handles tier 3 escalations, and mentors the IT team. Scaled IT as headcount grew from 200 to over 300 in a year.
- Manages the Mac and iPad fleet with Iru and Apple Business Manager, creating and deploying configuration profiles and device certificates, enforcing patching and FileVault encryption, and scripting installs in Bash.
- Manages Entra ID, including SSO and SCIM for the SaaS stack, Conditional Access, MFA, Entra ID Protection, access reviews, and access requests through Jira Service Management.
- Automated onboarding, offboarding, and account provisioning with n8n and Microsoft Graph, and defined the offboarding data retention and mailbox handover process.
- Manages CrowdStrike Falcon Complete MDR, responding to alerts, IOCs, phishing, and compromised accounts, and trains staff on 1Password and password best practices.
- One of the primary Netskope administrators, managing firewall, web filtering, DLP, and Private Access for remote staff.
- Administers Microsoft 365 Copilot licensing and LiteLLM for company access to Claude, reviews AI tool requests against the acceptable-use policy, and enforces it with Netskope web filtering and DLP.
- Administers Microsoft 365, Exchange Online and email security, Slack, Zoom, and Atlassian (Jira, Confluence, JSM), and tests AvePoint backup restores.
- Redesigned the Melbourne office network and Wi-Fi on UniFi with VLANs, firewall rules, and dual-ISP WAN failover.

ROLLER Software — IT Officer / Security Specialist

Melbourne, VIC • 09/2021–10/2025

- Joined as ROLLER's first IT hire and built IT and security from the ground up as the company grew from 60 to over 300 people across five offices in multiple countries, mentored new IT hires, and wrote the IT knowledge base.
- Consolidated identity on Entra ID, connecting 40+ apps via SSO and SCIM, enforcing Conditional Access and MFA, and automating HRIS-driven onboarding and offboarding.
- Brought an unmanaged Mac and Windows fleet under Iru and Intune with Automox and CrowdStrike, scripting patching, security baselines, and compliance reporting in Bash and PowerShell.
- Administered Google Workspace for 300+ users as primary admin, including org units, groups, shared drives, Admin console security, and GAM lifecycle automation.
- Took ROLLER through SOC 2 Type 1 on Vanta, writing the policies and audit documentation, setting up change management, and running KnowBe4 security awareness and 1Password training.
- Rolled out Claude and ChatGPT Enterprise, administered Slack, and owned email security, rolling out Abnormal Security, configuring SPF, DKIM, and DMARC, and handling phishing incidents.
- Managed SaaS procurement and licensing through Zluri, tracking usage and seats across 40+ apps, and negotiated pricing and signed vendor contracts.
- Built out the Melbourne and Sydney offices, including UniFi networks with VLANs and firewall rules, Zabbix monitoring, comms rooms and racks, and Zoom Rooms.

Harris HMC — IT Support Specialist Intern

Melbourne, VIC • 02/2021–09/2021

- Administered Microsoft 365, Entra ID, and Atlassian (Jira and Confluence), managing users and groups, connecting business applications through SSO, and managing the office comms room.

FEATURED PROJECT

TensorFit — Founder / Developer

AI-Powered Fitness App • 2026–Current

- Designed, built, and launched TensorFit, an AI strength coach on the App Store and Google Play, with Claude Code, a serverless AWS backend in CloudFormation, and GitHub Actions CI/CD.
- Built a Claude and Gemini pipeline that turns joint angles from an on-device MediaPipe pose model into coaching feedback on lifting form.
- Run a home lab with OpenClaw agents and local models (Ollama) on a self-built RTX 5090 workstation.

CERTIFICATIONS

CISM — Certified 2024
CompTIA Security+ 701
CrowdStrike Certified Falcon Administrator
MS-101: Microsoft 365 Mobility & Security
AWS Solutions Architect
AWS Certified Cloud Practitioner
GitHub Actions

EDUCATION

RMIT University

Master's, Business Information Technology

Melbourne, VIC • 2021

Birmingham-Southern College

Bachelor's, Business Administration

Birmingham, AL, USA • 2019

SKILLS

Identity & Access

Google Workspace (primary admin, GAM), Entra ID, SSO (SAML, OIDC), SCIM, Conditional Access, MFA, RBAC, access reviews, Active Directory, 1Password

Apple & Endpoint Management

Iru (Kandji), Apple Business Manager (ADE), macOS, iPadOS, configuration profiles, device certificates (SCEP/PKCS), FileVault, Intune, Automox, Windows 10/11, patch management

Automation & Scripting

Bash, PowerShell, TypeScript, Python, Git, GitHub Actions, Microsoft Graph API, REST APIs, GAM, n8n, CloudFormation, Claude Code

SaaS & Collaboration

Zluri (SaaS licensing and usage), Microsoft 365, Exchange Online, SharePoint, Google Workspace, Slack, Zoom Rooms, Jira, Confluence, Jira Service Management, AvePoint

Security & Compliance

CrowdStrike Falcon Complete, Netskope SSE (SWG, DLP, ZTNA), Abnormal Security, SIEM detection rules, SPF, DKIM, DMARC, KnowBe4, Drata, Vanta, SOC 2, ISO 27001, NIST CSF

AI Tools

Claude, Claude Code, ChatGPT Enterprise, Microsoft Copilot, Gemini, LiteLLM, MCP, Ollama

Networking

UniFi, Fortinet, VLANs, firewall rules, Wi-Fi, VPN, DNS, DHCP, WAN failover, Zabbix

Cloud & Infrastructure

AWS (Lambda, S3, API Gateway, CloudFormation), Azure, Docker, Linux