

MATTHEW DAYTON

Technical Operations Engineer | Internal Tools Builder | Business Systems & AI Automation

Phoenix, AZ • (720) 454-8506 • matthew.dayton@me.com • matthewdayton.org

PROFESSIONAL SUMMARY

Technical Operations Engineer passionate about building the systems that help organizations operate more efficiently. I engineer internal tools, modernize business systems, and leverage AI, automation, and scalable software to reduce operational friction. My work bridges IT operations, software development, and business strategy to deliver measurable business impact.

CORE COMPETENCIES

PowerAutomate • Internal Tools Engineering • Business Systems • Workflow Automation • AI & MCP • Next.js • React • Node.js • Supabase • Vercel • Microsoft 365 • Entra ID • Active Directory • Intune • PowerShell • Technical Operations • SQL

SELECTED PRODUCTS

Internal Operations Platform

- Built a centralized SaaS platform replacing ticketing, asset management, software licensing, vendor management, compliance tracking, SOPs, project management, and reporting.
- Developed with Next.js, React, Node.js, Supabase, and Vercel to reduce software costs and improve operational visibility.

Customer Retention SaaS (In Development)

- Building a customer retention platform for salons, barbershops, and estheticians featuring automated engagement, loyalty programs, and business insights.
- Leading the full product lifecycle from concept and UX through development, deployment, and iteration.

PROFESSIONAL EXPERIENCE

Govig & Associates | Technical Operations / IT Support Specialist

- Architected and maintain an internal SaaS platform supporting ticketing, asset management, licensing, vendor management, compliance, and reporting.
- Manage IT operations for 55 employees, 200+ software licenses, and 15+ technology vendors.
- Reduced software costs through vendor negotiations and internally developed solutions.
- Administer Microsoft 365, Entra ID, Active Directory, Intune, endpoint management, and PowerShell automation.

Lead UI/UX Designer (NDA Startup)

- Led UX strategy, wireframes, prototypes, and implementation alongside engineering and executive leadership.

EDUCATION

Arizona State University — Bachelor of Arts, Interdisciplinary Arts & Performance
Complete Web Design Certification (Figma → Webflow)