MATTHEW DAYTON

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

Technical operations professional building internal software, modernizing business systems, and connecting tools through automation and MCP server development. I combine IT operations, product engineering, and business strategy to reduce operational friction, improve visibility, and deliver practical solutions that help teams scale.

CORE COMPETENCIES

Technical Operations • Internal Tools Engineering • Business Systems • Workflow Automation • MCP Server Development • AI Automation • Next.js • React • Node.js • Supabase • Vercel • Microsoft 365 • Entra ID • Intune • PowerShell • SSH / Remote Administration • 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.

Internal Marketing Platform

- Developing a second internal SaaS platform to support marketing operations and provide purpose-built tools for internal teams.

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.
- Develop MCP servers and integrations to connect AI-assisted workflows with business systems and operational data.

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)