

Gary Ryotaro Matsumoto

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PROFESSIONAL EXPERIENCE

Experienced IT Support and Educational Professional with a unique blend of technical and teaching skills.

ClearFreight Inc,
IT Support Technician

El Segundo, CA
October 2023 – Present

- Administer a Windows/Azure Active Directory hybrid environment (AD, Group Policy), Microsoft Exchange Server, and SharePoint for 350+ end users — includes onboarding/offboarding, account provisioning, and identity/access troubleshooting.
- Resolve HelpDesk tickets (ManageEngine, ITIL-aligned tiered support) covering Windows, macOS, Office 365, line-of-business software, and hardware issues; applied diagnostic and remote troubleshooting to minimize end-user downtime.
- Deploy, configure, and maintain ManageEngine Endpoint Central MDM across the company's device fleet — software deployment, security patching, and imaging/remediation at scale.
- Researched and evaluated alternative VoIP providers against IT-manager-defined technical and business criteria, delivering a recommendation that saved the company over \$35,000/year — direct experience with vendor evaluation and communications-platform tooling.
- Author clear, concise IT documentation and knowledge base guides for non-technical staff (e.g., system migration guides), and translate technical materials for Japanese-speaking clients.

Kumon Math and Reading,
Lead Assistant

West Los Angeles, CA
July 2015 – April 2021,
August 2022 – September 2023

- Trained new hires, managed inventory, and handled quality assessments in a fast-paced, service-oriented environment — transferable process-documentation and mentoring experience relevant to peer support and knowledge-sharing.
- Taught 300+ K-12 students core analytical skills and 50+ students Japanese language fundamentals, building strong end-user-facing communication and patience under pressure.

EDUCATION

42Tokyo – Computer Science

- Peer-reviewed, project-based CS curriculum: C programming and systems fundamentals across Linux environments (Debian, Ubuntu) — foundation for scripting and automation (Bash/PowerShell).
- Rebuilt 50 core C standard library functions from primitives (malloc, free, write), reinforcing low-level troubleshooting discipline and technical documentation habits.

Tokyo, Japan
April 2021 – August 2022

Santa Monica College – AS in Business Administration

Santa Monica, CA
August 2018 - August 2020

ADDITIONAL SKILLS

- Endpoint & Systems: Windows & macOS troubleshooting, Azure Active Directory, Group Policy, Microsoft Exchange/O365, ManageEngine Endpoint Central (MDM), OS imaging
- Support Process: ITIL-aligned tiered support, ticketing (ManageEngine), technical documentation/knowledge base authoring, vendor evaluation & cost analysis
- Languages: Fluent in English and Japanese