

MATTHEW KOLMORGEN

TECHNICAL SUPPORT ENGINEER

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PROFESSIONAL SUMMARY

Technical Support Engineer with hands-on experience troubleshooting Linux systems, PostgreSQL databases, networks, computer hardware, and control software. Investigates difficult problems with limited documentation, tests the fix, and writes clear procedures for future support. CompTIA Security+ certified with experience in Python, PowerShell, SQL, and Active Directory.

TECHNICAL SKILLS

Technical Support: Incident troubleshooting, root cause analysis, hardware repair, technical documentation

Systems: RHEL, Rocky Linux, Windows, macOS, VirtualBox, file permissions, ACLs

Databases and Automation: PostgreSQL, SQL, Python, PowerShell, database restoration, data validation, scripting

Networking and Security: TCP/IP, IP and MAC configuration, NAT, Active Directory, Wireshark, Nessus, Splunk

PROFESSIONAL EXPERIENCE

National Electrostatics Corp. | Middleton, WI
Control Systems Technician

June 2025 - Present

- Troubleshoot Linux control systems for custom ion beam accelerators, resolving database, network, permission, configuration, hardware, and runtime problems.
- Maintain legacy PostgreSQL databases by restoring SQL dumps, correcting records, validating changes, and completing build, conversion, load, and runtime testing.
- Configure and recover RHEL and Rocky Linux virtual machines, including accounts, groups, file ownership, ACLs, shared folders, application environments, and network interfaces.
- Install and test control computers using new and repurposed hardware. Configure IP and MAC addresses, map field signals, and trace problems across hardware, Linux, PostgreSQL, and control applications.
- Create and update control displays, status messages, alarms, and interlocks for customer accelerator projects, including work on a NASA control system.
- Build internal software tools and document setup, recovery, and troubleshooting procedures for systems with limited documentation.

ADDITIONAL EXPERIENCE

Uber | Madison, WI | Independent Driver Partner | August 2023 - June 2025. Completed more than 3,500 rides while maintaining a 5.0 rating and independently resolving customer and service issues.

Showboat Saloon | Wisconsin Dells, WI | Bartender | May 2021 - August 2023. Provided customer service, processed payments, resolved concerns, and coordinated with staff in a high volume environment.

SELECTED PROJECTS

PreF.A.T. (Pre Factory Acceptance Test) | Python | 2026 - Present

Built a desktop application for managing project QA forms and exporting standardized PDFs. Added project storage, backups, audit records, deleted project recovery, and support for shared Windows and Linux deployment.

Linux Control Environment Recovery | Rocky Linux and PostgreSQL | 2026

Rebuilt a Rocky Linux virtual machine, restored its application configuration and PostgreSQL database, and corrected permission and network problems that prevented the system from operating.

CERTIFICATION

CompTIA Security+ | March 2025

EDUCATION

University of Wisconsin-Madison | 2024

BloomTech Institute of Technology | 2021