

Matt Maitland

Technical support specialist building practical web software, audio tools, and research prototypes. Full-time I support Full Swing simulator environments through Auxillium. Most issues come in remote, with incomplete logs and no direct hardware access, across calibration, licensing, display, networking, and Windows behavior. Outside of work I build web apps, develop StringFlux (JUCE/C++), and ship research prototypes like Research Radar, carrying the same habit of naming limits and evidence up front.

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EXPERIENCE

Independent Software and Audio Development

2022 - Present

Self-directed

Self-directed web and audio software with documented tradeoffs and public write-ups, scoped for nights-and-weekends time, solo maintenance, and the same incomplete-information habits as remote support.

- [Built and shipped mmaitland.dev with typed content, CI, smoke tests, contact validation, rate limiting, and optional admin workflows.](#)
 - [Developing StringFlux in JUCE/C++ with focus on real-time-safe behavior, narrow scope, and documented tradeoffs.](#)
 - Publish case studies and decision records so architecture and tradeoffs ship in the same bundle as the demos and repositories.
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Technical Support / Product Support Specialist

April 2024 - Present

Auxillium (technical support for Full Swing)

Diagnose remote simulator issues across calibration, licensing, display, networking, OS, and peripheral layers in customer production environments.

- [Built repeatable triage paths for recurring failures so similar tickets reopen the same isolation checklist each time the signature returns.](#)
 - Support Full Swing-first environments with Laser Shot and E6 Golf from TruGolf often present on the same install.
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SKILLS

Core Skills

Troubleshooting, Windows systems, Networking / TCP/IP, TypeScript, Next.js, React, Git / GitHub, Technical communication

Production / Working

Prisma, PostgreSQL, Auth.js, Tailwind CSS, Python, Flask / Django, Zod, Resend / Upstash, C++, JUCE, DSP

Familiar / Earlier work

MySQL, MongoDB, Machine Learning / CNN, Apache

EDUCATION

Bachelor's in Biochemistry

University of South Florida

January 2014 to December 2016

Associate in General Studies

Florida Southwestern State College

January 2008 to December 2011

CERTIFICATIONS

CompTIA A+

July 2023 to July 2026

Validated hands-on skills across hardware, software, networking, troubleshooting, security, mobile devices, and customer support.

