Matthew S. Robertson

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Summary

I am currently working full-time in the field of information technology. I am looking to transition into a career that accommodates my skills and interests. I have a wealth of knowledge in the field, including but not limited to, electronic repair, networking, programming, and web development. My programming portfolio can be viewed at Mrmatt1877@github.io

Work Experience

B/E AREOSPACE / WINSTON-SALEM, NC / COMPUTER OPERTATIONS ADMINISTRATOR I / *JANUARY 2017 - PRESENT*

- Programmed web tools for logging and interpreting daily operation runtimes
- Preformed daily backups of essential data used for manufacturing and development of products
- Generated user accounts and permissions during on-boarding and off-boarding process
- Tasked with identifying redundant and difficult tasks and developing programs and processes to automate them
- Restored crucial and sensitive information for end user consumption
- Assisted users with troubleshooting account and operation issues

CPR CELL PHONE REPAIR / HIGH POINT, NC / LEAD TECHNICIAN / *NOVEMBER 2012 – PRESENT*

- Displayed exceptional repair and service skills that was recognized by being promoted to lead technician within three months
- Participated in the development of two new stores by providing technical help in setting up the network, computer systems, software, and security equipment
- Promoted to store manager after one year but stepped down to part-time lead technician after gaining second employment
- Increased revenue and lowered warranty returns through training new and current employees on the latest best practices in repair.
- Preformed repairs on electronics, including but not limited to reimaging devices, soldering components, data recovery, and replacing hardware.
- Expanded potential clients by developing new services through self education.

DAYMARK RECOVERY SERVICES / LEXINGTON, NC / HUMAN SERVICE COUNSELOR / *JULY 2013 - DECEMBER 2016*

- Increased efficiency of the program by troubleshooting software and hardware issues, reducing the amount of time spent on the phone with technical support
- Set up and designed a new program, with a team, that grew to be the financial backbone of the department
- Demonstrated positive growth that was recognized by being promoted from associate professional to qualified professional after two years
- Familiar with establishing remote desktop, networking, and shared storage through daily usage

SPRINT / WINSTON SALEM, NC / TECHNICAL CONSULTANT / *MARCH 2009 – NOVEMBER 2012*

- Troubleshoot and repair cellular devices with network, software and hardware problems
- Raised customer experience scores by maintaining and setting up new interactive displays.
- Recognized several times, throughout the district, for the highest repair numbers and lowest returning issues
- Customer retention and maintain account services

Education

BACHELOR OF ARTS IN PSYCHOLOGY / GREENSBORO, NC / *MAY 2012*
University of North Carolina at Greensboro

PROGRAMMING COURSEWORK
The Complete Ruby on Rails Developer Course -Udemy
Modern React with Redux -Udemy
CS50 -HarvardX
Front End Development Certificate -Free Code Camp

Technical Skills

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint,) etc.)
- Experience working with several programming languages and frameworks (HTML, CSS, JavaScript, Ruby on Rails, etc.)
- Proficient in multiple operating systems (Windows, Mac OSX)
- Experience with design and developing websites and web apps