# MATTHEW HOWELL

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## SYSTEMS ANALYST

Broad technical experience and interests spanning both Information Technology and Software Development. Familiar with both Linux (Ubuntu Server/Debian) and Windows 7/10. Currently looking further into networking and studying for the Network+ certification.

AREAS OF EXPERTISE:

- Troubleshooting & Problem Resolution
- Technical Support
- Analyzing data
- Automating solutions

## TECHNICAL PROFICIENCIES

| | |
|---|---|
| Tools: | Excel, Outlook, Exchange, ServiceNow, BMC Footprint, AWS, Azure, SSH, Git |
| Platforms: | Windows XP/7/10, MacOS 10.10-10.13, Linux (Ubuntu, Debian, Manjaro) |
| Certifications: | Comptia A+ |
| Languages: | Python, HTML/CSS, JavaScript, C# |

## EDUCATION

**Clemson University,** Clemson, South Carolina 2014 - 2018

- BS, Computer Science
- GPA: 3.36

## PROFESSIONAL EXPERIENCE

**Desktop Support,** Prisma Health, Greenville, South Carolina May 2019 - Present

- Successfully rolled out Windows 10 and Imprivata SSO across Upstate Prisma locations
- Primarily responsible for imaging PCs for deployment

***Key Achievements:***

- Automated processing of reclaimed computers in ServiceNow using Python (See PyAutomation project). This reduced the error rate of our tickets and gave the team additional time to work on imaging the computers.
- Increased average weekly completed builds by nearly 100% through process and organizational improvements
- Completed Imprivata rollout ~2 months ahead of schedule

**Web Developer,** Greenvile Swamp Rabbit Booster Association December 2018 - Present

- Commissioned to redesign and modernize the Greenville Swamp Rabbit Booster Club website (gsrba.org) while keeping original style
- Currently maintain and update site as requested by client.

***Key Achievements:***

- Maintained original design as per clients' request while modernizing the look and making the website more responsive
- Significantly reduced cost to client

**SmartThings Support Specialist,** Alorica, Greenville, South Carolina December 2018 - April 2019

- Provided both phone and email support for Samsung SmartThings consumer IoT products and the iOS/Android app
- Documented customer interactions and technical resolutions. Primary troubleshooting area was networking and device connectivity issues.

***Key Achievements:***

- Trusted technical adviser to several Managers / Supervisors
- Contributed to documentation

**IT Support Assistant,** Clemson University, Clemson, South Carolina August 2015 – May 2018

- Supported faculty, staff, and graduate students in the College of Business
- Responsible for day-to-day break-fix resolution, user data backup & transfer, and imaging of computers
- Primarily responsible for diagnosing and resolving Windows, MacOS, network, printer, and application errors
- Additionally, assisted with Active Directory maintenance and PC hardware and peripheral purchase recommendations on behalf of users

***Key Achievements:***

- Over 90% first-response resolution rate
- Consistently provided outstanding customer service. Specifically requested by some users.

## PROJECTS

**PyAutomation, https://gitlab.com/11matt556/PyAutomation** July 2019 - Present

Python script used to automate the completion of reclaim tickets in ServiceNow

**Personal Website,** https://howell-info.us 2017 – Present

- Self administrated website hosted on Azure Web Services
- Previously hosted on an AWS EC2 VM

**Phone number verification webapp, https://numverify.azurewebsites.net**

- Web application written in Javascript and PHP
- Uses Google Maps and Numverify API to detect if a phone number is valid and where it is located

**Virtual Reality Animation Program,** Demo available on request August 2015 – May 2018

- Developed for the Oculus Rift using C# in Unity3D.
- Allows users to import custom models, create frame-by-frame animations, and save/load animation scenes.
- Users can move freely around the environment by walking and using a custom movement system similar to pulling on a rope.
- Primarily responsible for movement mechanics and control input