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# MATTHEW HOWELL

## SUMMARY

Technology has been a passion for me most of my life and I love both sharing it with others and using my experience to help everyone reap the maximum benefits from technology. I have three years of experience in IT support roles and hands on experience with many technologies through experimentation in my home lab environment.

## EDUCATION

May 2018 **Computer Science, BS**  
Clemson University, 3.36 GPA

## PROJECTS

- Present – 2017 **Personal Website ([howell-info.us](http://howell-info.us)) – Webmaster**  
Personal website to display other projects. Previously hosted on AWS EC2 but now hosted using Azure Web App.
- May 2018 – Feb 2018 **Resident Assistant Tiger Talk Tracker – Front-End & API**  
Created a web application for Resident Assistants to submit their Tiger Talk reports as well as review and gather statistics about the reports.
- Dec 2017 – Jan 2017 **VR Animation Program – Locomotion & Controls**  
VR Program developed using C# in Unity for the Oculus Rift headset. Users can import custom models and use them to create and save stop-motion animations. Program includes a 3D environment for users to explore and animate in.

## WORK EXPERIENCE

- Current – Dec 2018 **Alorica, SmartThings Support Specialist**
- Provide phone/email support for Samsung SmartThings products
  - Document customer interactions
  - Troubleshoot device and connectivity issues
- May 2018 – Aug 2015 **Clemson University, IT Support Assistant**
- Provided on-site, telephone, and remote assistance to university faculty, staff and graduate students
  - Provided purchase recommendations for desktop peripherals
  - Assisted with maintenance of AD
  - Assisted users with Exchange accounts across MacOS, Windows, Android, and iOS
  - Provided training for new student workers
  - Managed Tickets using BMC Footprints
- Feb 2015 – Aug 2014 **Wal-Mart Inc., Electronics Sales Associate**
- Determined customer needs and assisted with hardware purchase recommendations
  - Maintained organization of department

## Information Technology Full Stack Development

### TECHNOLOGIES

Docker	AWS S3
Ansible	AWS EC2
Git	Azure Web Apps
Qemu/KVM	Bootstrap
LVM	Redis
MDADM	Proxmox
TCP/IP	

### OPERATING SYSTEMS

Windows	iOS
MacOS	Android
Linux	

### LANGUAGES

HTML	PHP
CSS	Javascript
C++	C#

### Related Skills & Hobbies

Home Lab Environment

Freelance IT Consulting & Support

A+ Certified (Expired 5/12/2017)