

MATTHEW DANIELSON

1955 W Old Shakopee Rd, Apt 132 Bloomington, MN 55431 · 612-562-0712

Mmdanielson7@gmail.com · <https://www.linkedin.com/in/matthew-danielson-8739154a/>

Career customer support professional seeking to merge the communication and analytical skills they've learned over eight years with the Web Development skills they've learned through the University of Minnesota's coding bootcamp to transition into a career in web development.

EXPERIENCE

JUL 2019 – PRESENT

CREDIT ANALYST, INTERSTATE COMPANIES

Provided dedicated customer service, credit, and collections support to a portfolio of business clients.

OCT 2016 – APR 2019

CUSTOMER SALES AND SERVICE SPECIALIST, AT&T

Provided world class customer service to AT&T's business customers by investigating and resolving billing claims.

OCT 2012 – OCT 2016

CREDIT REPRESENTATIVE, AT&T

Managed a dedicated portfolio of business clients where I was responsible for tending to any credit collections related needs.

EDUCATION

IN PROGRESS, EXPECTED GRADUATION AUG 2023

BS CYBER OPERATIONS, DAKOTA STATE UNIVERSITY

MONTH YEAR

BA SOCIOLOGY, UNIVERSITY OF MINNESOTA DULUTH

SKILLS

- Knowledge of SQL queries
- Polished communication skills
- Able to quickly grasp new concepts and tools
- Sound ability to research and overcome problems