

Matthew Murray

Service Desk Professional

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(747) 242-8196

SUMMARY

Highly motivated and resourceful with knowledge of networks and systems. Possess strong analytical and troubleshooting abilities. Offers up-to-date knowledge of technologies and utilizes modern procedures to improve system reliability and maximize operability. Looking to join a dynamic team of motivated and hardworking professionals who are committed to delivering high-quality products and services.

HIGHLIGHTS

- Knowledge of system designs and how to support
 - Levelheaded approach to working with others
 - Critical Thinking
 - Time Management
 - Able to obtain a security clearance
 - Self Motivated
 - Effective communicator
 - Logical Reasoning
 - Technical Plan Execution
 - Excellent organization skills
 - Resource Management
 - U.S. Citizen
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PROFESSIONAL SKILLS/ QUALIFICATIONS

- 12 years of customer service experience
 - Able communicate in a concise and friendly manner with customers. Support and resolve issues with integrity and concern the same with all levels of management
 - Experienced in configuration of computer workstations as well as troubleshooting of hardware, software, printers, Wifi Access points, routers as well as peripheral devices
 - Possess strong ability to troubleshoot conduct research and escalate issues outside of my scope of work
 - Always willing to go above and beyond to achieve my objectives and to ensure customer satisfaction
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TECHNOLOGY

Platforms: Windows 10/8/7/XP, Apple OS X, Mobile Devices, and Preinstallation Environments
Software: Microsoft Office Suite, Adobe Acrobat, VMware, ArcSite CAD
Networking: Command Line tools, TCP/IP, DNS and DHCP
Security: Antivirus, Anti-Malware VPN's, Software Firewall, Bitlocker
Telecommunications: LAN/WAN, VoIP, Bluetooth

EMPLOYMENT HISTORY

Weinstein Construction | Lead Coordination | Data Entry | CAD drawings

Weinstein Construction Corporation specializes in earthquake mitigation services for single-family properties, including home stabilization, structure reinforcement, foundation work, floor leveling, and basement waterproofing. Our business was established in 1977 and is located in the San Fernando valley. Made up of a diverse group of individuals who are committed to helping the communities in which we live and work!

Duties

- Have a valid driving license, and a clean driving record, able to travel the greater Los Angeles area. 100 miles.
 - Posses strong communication and people skills and have a friendly, outgoing personality.
 - Maintain a "Can do" and self-motivated attitude, as well as being a self-starter who consistently demonstrates the ability to manage time effectively and without close supervision.
 - Maintaining a highly-organized, efficient, detail-oriented and, accurate work flow.
 - Able to read and interpret construction drawings.
 - Communicating technical information in writing to non technical clients.
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Whole Foods Market | Cashier **2007 – 2018**

Assisted customers during the checkout process, performing all cash register functions, bagging groceries, and working at customer service desk on occasion. Worked to maintain attractive Customer Service displays and support the regional Customer Servicevision. Ensured a positive company image by providing courteous, friendly, and efficient customer service to customers and team members.

Duties

- Give every customer immediate and undivided attention. Follow through on all customer questions and requests. Surprise and delight the customers with consistent, delightful service.
 - Assist supervisors in controlling customer flow and backed up lines; help to reduce waiting time for customers
 - Follow proper procedures for customer check out, handling of tenders, use of tares, sales of alcoholic beverages, and use of PLUs and UPCs
 - Follow all cash handling procedures; Understand, meet and exceed regional cashier variance policy
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EDUCATION

John F. Kennedy High School - Granada Hills, CA
High School Diploma

Los Angeles Mission College - Sylmar, CA
Computer Science

CERTIFICATION

Pending Comptia A+ 2 month completion