

Matthew Pachan

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Professional Objective

I would like to continue in Information Technology and computer repair in a motivational and friendly setting. My demonstrated skills in networking and enthusiasm for innovation will be used for improving my customer service and technical skills.

Education

- **Greenriver College**
BAS-IT-Network Administration and Security Degree
January 2018 – June 2019
- **Greenriver College**
AAS-T Information Technology-Systems and Security Degree
September 2016 – December 2017

Professional Experience

- **Central Network Retail Group - Helpdesk Technician Level 2**
Provide technical support ranging in hardware and software for 120 hardware stores across the country
June 2019 - Present
- **Greenriver College - PC Repair Technician**
Answered phone calls and emails in help desk setting
Troubleshooting and computer repair
September 2017 – March 2018
- **United States Air Force**
 - **Aviano Air Base, Italy**
Nuclear alarm systems monitor responsible for dispatching patrols, responding to alarms, and working help desk
December 2013 – April 2016
 - **Osan Air Base, Republic of Korea**
Assisting in minor base operations due to ability to speak Korean
Dispatch and help desk work in Law Enforcement squadron
Working with Korean nationals in base security and entry control
October 2012 – November 2013

Additional Skills and Strengths

- Efficient in Microsoft Office 365 (Word, Excel, etc.), Windows, iOS, and Linux operating systems
- Trained in PowerShell, Python, SQL, and web development using HTML, CSS, and JavaScript
- Bilingual in Korean, reliable, punctual, and hardworking