David Matney

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Skills

Programming Languages:	Operating Systems:	Software:
JAVA	Windows 95 thru 10	Spring MVC
Python	Mac OS	Hibernate
HTML		IntelliJ
CSS		Visual Studio
MYSQL		Aloha

Work Experience

Retail Technology Group.: Fenton MO
Support Analyst
Responded to client's calls and emails to help solve computer issues with a focus of resolving issues with Point Of Sales systems. Updated and built inventory databases and Point Of Sales user interfaces in accordance to client requests.

- Communicated with customers over phone and email to find out details of their issues and explain solutions
- Detail progress of cases and escalate if necessary through Netsuite case ticketing system
- Lead team in planning out new database rollouts to streamline the process and minimize errors
- Create interfaces and maintain Point Of Sale databases through ALOHA Configuration Center
- Identify the source of global POS errors and create remedies
- Use programs such Active Directory, remote access software, malwarebytes, and other troubleshooting tools to resolve customer issues.

Matney & Associates, P.A.: Asheville NC
IT Facilitator
Provided basic IT support to a law firm while maintaining and organizing electronic records.

- Repaired, maintained, imaged, and upgraded office computers and network.
- Upgraded computer security to meet ALTA Best Practices' standards
- Assisted staff with technical problems
- Organized client data and case information
- Received and managed clients' inquiries over the phone

Education

University of North Carolina at Chapel Hill, Chapel Hill NC
Bachelor of Arts Anthropology

- *Relevant Courses, Intro to Java, Matlab Programming*

LaunchCode's LC101, St Louis MO

- Introductory programming class for non-computer science majors offered by LaunchCode.