**Matthew Gaunt**

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Portfolio: <https://mpgaunt.github.io/CodePortfolio/>

**About Me**

I started learning how to code over a year ago for my job at GCE and from the moment I started I was hooked. Learning has been an engaging challenge that constantly helps me to improve my skills creating not only responsive but quality web sites. You will find a link to my portfolio above under my information. These projects showcase the skills I have learned.

**Education**

University of Arizona Coding Bootcamp - 2021

**Skills**

Languages: Additional Skills:

HTML 5 JQuery

CSS Bootstrap

MaterializeCSS

**Experience**

**Grand Canyon Education ( level 2 tech support)** *07/2018 - current*

\*Take calls from students and adjunct faculty and assist them with their technical issues. Provide technical assistance by email and live chat. Monitor the call floor and reply to Internal Help Tickets from student workers. Take escalation calls when needed. Investigate and escalate issues to other departments to get resolved. Contact new faculty members and make sure they are able to sign in to the essential sites. Assist with creating the Learner Dissertation Pages in DC Network.

**Paseo Village (Caregiver Assistant)** *07/2017 - 02/2018*

\* Provided care to residents including changing, showers, room cleaning and resident grooming. Provide assistance with bathing, dressing, grooming, eating and housekeeping to the geriatric population.

**Alamo Draft house (Bartender)**  *11/2016 - 04/2017*

\* Team lead and trainer at Alamo, worked with bar manager on schedule and training of the new bartenders. Also ran the ticketing counter during the busy hours

**Concentrix (Apple Care Advisor)**  *08/2016 - 11/2016*

\* Answered calls from apple care customers regarding their IOS devices, provided tech support and started replacement processes for broken devices.   
Researched issues on various computer systems and databases to resolve complaints and answer inquiries. Referred difficult issues to upper management while maintaining positive rapport with customer.

**Volt Workforce Temp Company (Work Order Mod)** *02/2016 - 07-2016*

\* Answered calls from DirecTV Techs to activate the equipment or have the work order changed to fit the job or the customer’s needs. Trouble-shoot equipment that wasn't working properly to find best solution to get it running. Also acted as team lead, assisted supervisor with team of 15 with time off requests and answering the phone for team call offs.

**Sears (Seasonal Receiving)** *08/2015 - 11/2015*

\* Unloaded trucks with store merchandise and sorted appropriately, ran the site to store pick up kiosk and did full inventory checks every week. Assisted back room lead with schedule and with the receiving documents.

**ESW Staffing (Bartender)** *03/2015 - Current*

\* Bartended for private events and conventions, was sent to multiple bar locations to provide help for staffing needs as either bartender or Bar-Back.

**Apollo Group (Outbound Representative/ team lead**) *05/2014 - 12/2014*

\* Rotating team lead as well as outbound agent, I would call people who inquired about information regarding university of phoenix and transfer them to the appropriate advisor. Acted as team lead on rotation basis. Ran a team of 22 team members, and approved overtime based on the budget of hours provided to each team and approved time off based on predicted business need.

**National Medical Testing & Supply (Specimen Collector)**  *02/2014 - 05/2014*

\* Collected urine samples for drug screen purposes, and filled out paper work for appropriate test, set up daily Fed Ex collection for samples and created daily lists for specimen collection.

**Aerotek Temp Company (ICM Tech Support)** *08/2013 - 12/2013*

\* Answered calls from AT&T U-verse customers regarding their service, provided tech support and answered billing questions, worked on ICM team which acted as both level 1 tech support and level 2 tech support.

**Savers (Operations)** *10/2012 - 08/2013*

\* Ran cash register and offered general help to customers in the store, helped unload trucks and cleaned the store. Assisted supervisor with making the schedule and with the end of night numbers.

**References:**

Christopher Gaunt

Senior Full Stack Engineer - Metromile

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