# MATTHEW BLACKBURN

Phone: 540-359-2767 | Email: contact@mattblackburncodes.com

Website: www.mattblackburncodes.com

GitHub: https://github.com/MattBlackburnCodes

LinkedIn: https://www.linkedin.com/in/matt-blackburn-577495213/

---

## SUMMARY

Highly experienced IT professional transitioning into a frontend web development role with a comprehensive background in system administration, network management, and customer support. Proven ability in problem-solving and software/hardware integration. Eager to apply transferable skills in project management, technical support, and infrastructure development to create seamless, user-friendly web experiences.

---

## SKILLS

- Programming: HTML, CSS, JavaScript, Python, C#, Java, PowerShell, C#

- Frameworks/Libraries: Bootstrap

- Version Control: Git, GitHub

- Operating Systems: Windows (10 and 11), Ubuntu, Unix, Debian

- Networking: TCP/IP, DNS, Ethernet, Wireless, LAN, WAN

- Software: Active Directory, Microsoft SCCM, Cisco Unity, Microsoft Teams, PowerShell, Microsoft 365, Unity, Vercel,

- Hardware: Cisco routers, Cisco switches, Polycom devices, Avaya

- Project Management: Led and coordinated numerous IT projects, ensuring successful, on-time delivery.

- Communication: Adept at training and onboarding team members, establishing policies, and facilitating high-level client meetings

---

**PROJECTS**

(Here you will list the projects available on your GitHub. Use the following format to detail each project)

1. Project Name: Personal Portfolio Website ([www.mattblackburncodes.com](www.mattblackburncodes.com))
   a. Description: Showcase of my web development skills and projects. The website features a clean, responsive design and includes a portfolio of my projects, a blog, and a contact form.
   b. GitHub: https://github.com/MattBlackburnCodes/LandingPage
   c. Technologies Used: HTML, CSS, JavaScript, Bootstrap, Vercel, Porkbun, Dall-E


2. Project Name: Blue Bicho Games
   a. Description: A unique gaming platform showcasing diverse and engaging digital games. This project highlights my expertise in integrating creative design with user-friendly interfaces, leveraging technologies such as C# and the Unity engine.
   b. GitHub Link: N/A
   c. Technologies Used: C# and Unity


3. Project Name: Rock, Paper, Scissors!

   a. Description: An interactive web game set in a dystopian future, where a professional gamer and front-end developer faces off against AI overlords in a rock-paper-scissors duel. This project highlights my creativity and ability to engage users with immersive storytelling and interactive design.

   b. GitHub Link: https://github.com/MattBlackburnCodes/Rock-Paper-Scissors

   c. Technologies Used: HTML, CSS, JS, MidJourney, and ChatGPT 4

---

**EXPERIENCE**

**Lead End User Analyst**
**Morrison & Foerster, Washington DC – Nov 2023 – Current**

- Managed and mentored a technical support team, honing leadership skills that are essential for coordinating and leading web development teams, particularly in collaborative and fast-paced environments.

- Streamlined resource allocation in collaboration with the Regional IT Manager, a skill transferable to managing resources efficiently in web development projects, ensuring optimal use of time and technology.

- Advocated for and led continuous training sessions, emphasizing the importance of staying updated with the latest technology trends, a practice equally vital in web development for adopting new frameworks and coding standards.

**Senior End User Analyst**
**Morrison & Foerster, Washington DC - Dec 2021 – Nov 2023**

- Leveraged advanced troubleshooting and problem-solving skills to identify and resolve issues efficiently, a vital asset in debugging and optimizing web applications.

- Demonstrated proven leadership in managing department-level or firm-wide projects, showcasing the ability to oversee front-end development projects from inception to completion, including schedule management and decision-making to influence positive outcomes.

- Fostered a culture of knowledge sharing and collaboration within the technology team, a transferable skill that underscores a readiness to work effectively in multi-disciplinary web development teams to achieve project goals.

**IT Desktop Support Specialist**
**Baker Botts, Washington DC - Oct 2019 – Dec 2021**

- Orchestrated the migration of over 200 workstations and critical server equipment within a stringent 4-day deadline, showcasing strong organizational and project management skills adaptable to overseeing complex web development projects.

- Led troubleshooting and successful transitions during an Exchange server upgrade for over 800 employees, highlighting critical problem-solving abilities and a deep understanding of system integration, essential in optimizing web applications.

- Designed and conducted training seminars for new employees on industry best practices, indicating a commitment to knowledge-sharing and the fostering of a collaborative environment, skills crucial in building cohesive front-end development teams.

**IT Desktop Support Specialist**
**Robert Half, Washington DC - May 2019 – Oct 2021**

- Leveraged extensive experience in installing, upgrading, and maintaining various software applications and hardware systems to provide comprehensive technical support to over 200 employees, showcasing adaptability and proficiency in navigating complex tech environments, a skill beneficial in web development settings.

- Cultivated excellent customer relations through transparent communication and regular updates, demonstrating an ability to manage client expectations effectively and maintain project momentum, which is essential for thriving in collaborative web development projects.

- Utilized advanced problem-solving skills to diagnose and resolve issues effectively by leveraging historical database records, underscoring a data-driven approach to troubleshooting that can be redirected towards optimizing web application performance and functionality.

**Desktop Support Tier II**
**City of Colorado Springs, Colorado Springs, CO - Mar 2016 – Mar 2019**

- Led initiatives in providing seamless desktop support, including the setup and maintenance of specialized applications for over 1000 remote employees, highlighting a capacity to manage complex, large-scale web development projects with diverse stakeholder groups including governmental agencies.

- Championed the creation and maintenance of knowledge articles to streamline training and knowledge retention processes, showcasing expertise in documentation and content management which are vital skills in maintaining well-documented codebases and project repositories in web development.

- Demonstrated a proactive approach in analyzing products and evaluating performance metrics, coupled with troubleshooting, and diagnosing technical malfunctions swiftly, indicating a readiness to optimize web application performance and enhance user experiences effectively.

**Senior Help Desk Technician**
**Cheyanne Mountain Air Defense, Colorado Springs, CO - Sep 2015 – Jan 2016**

- Spearheaded the creation of comprehensive Help Desk manuals, enhancing company knowledge retention and facilitating streamlined training processes - a testament to the ability to create detailed documentation, an asset in web development projects for maintaining codebase and project specifications.

- Excelled in diagnosing and analyzing technical issues utilizing historical database records, showcasing a proficiency in data analysis and problem-solving - critical skills for identifying and rectifying bugs in web development, ensuring optimal site performance and user experience.

- Demonstrated expertise in the installation, operation, and maintenance of various equipment and systems, indicative of a comprehensive understanding of complex systems integration and a knack for maintaining seamless functionality, which is vital in ensuring the smooth operation of web applications.

**Tier I/II**
**NORAD and USNORTHCOM, Colorado Springs, CO - Jul 2014 – Sep 2015**

- Spearheaded efforts in providing Tier I/II support for a variety of IT systems, leveraging skills in troubleshooting and resolution which translates to identifying and fixing bugs and issues during web development processes efficiently.

- Led successful hardware/software tracking and installation projects, showcasing a deep understanding of system integrations and a capacity to manage web development projects from inception to completion with keen attention to detail.

- Gained proficiency in supporting a range of mobile platforms including Blackberry and iOS, indicating a readiness to ensure web applications are optimized and functional across different devices, an essential skill in front-end development to provide a seamless user experience.

## EDUCATION

BS in Computer Science with a focus on Software Engineering
Colorado Technical University - Jul 2023

## CERTIFICATIONS

- ITIL v3 Foundations, Jun 2017

- HDI Customer Service Representative, Dec 2016

- CompTIA Security+ CE, Jun 2014

- CompTIA Server+, Jun 2012

- CompTIA A+, May 2012

## TRAINING

- The Odin Project – theodinproject.com
- W3 Schools – W3schools.com