Matthew Stellino

21 Wood Circle, Bolton, Ontario, L7E1R4
(647)-949-8138   m_stellino@outlook.com
https://github.com/MattStellino   https://www.linkedin.com/in/matthew-stellino

OBJECTIVE

Motivated Computer Programming & Analysis student with hands-on experience in software and web development, database programming, and IT support. Eager to contribute technical skills and learn in a fast-paced professional environment.

KEY HIGHLIGHTS

- Skilled in developing web and mobile applications using JavaScript, Python, Java, React, Node.js, and Express.
- Experienced with database design and management using Oracle SQL, MongoDB, and PostgreSQL.
- Improved IT and telecom workflows by creating custom spreadsheets and automations, reducing errors and saving time.
- Supported enterprise system migrations, including moving telecom infrastructure to AWS (Amazon Connect).
- Enhanced asset tracking and lifecycle management through detailed record-keeping and database updates.
- Provided responsive IT support, resolving issues efficiently to minimize downtime and improve user experience.
- Contributed to cybersecurity by helping implement encryption protocols and mobile device security solutions.

TECHNICAL SKILLS

- **Programming Languages:** JavaScript, Python, Java, HTML, CSS, SQL
- **Frameworks/Libraries:** React, React Native, Express.js, Django, Node.js, Bootstrap
- **Databases:** Oracle SQL, MongoDB, PostgreSQL
- **Cloud & IT:** AWS (Amazon Connect, S3), Google Workspace Administration
- **Tools & Version Control:** Git, GitHub, VS Code, Postman

EDUCATION

Computer Programming and Analysis - Advanced Diploma
Humber College, Etobicoke ON   Sept 2022 - Dec 2025

Achievements: Dean's Honour List (Cumulative GPA: 3.4)

WORK EXPERIENCE

<u>Student Telephony Analyst</u>   September 2024 - April 2025
Sun Life Financial, Waterloo ON

- Coordinated the setup and removal of telephone extensions for employee onboarding and offboarding processes.
- Maintained and updated telecom asset inventories using Excel and Cimpl to ensure accurate tracking of service changes.
- Supported the migration of phone systems from Avaya to Amazon Connect, assisting with data validation and cutover tasks.
- Tracked and managed telephony service requests using ServiceNow
- Configured user profiles, voicemail, and other telephony features through Avaya System Manager and related platforms.
- Streamlined telecom processes by creating and refining spreadsheets that improved tracking efficiency and cost visibility.
- Provided regular email support to staff, answering telephony questions and resolving issues quickly.
- Reviewed telecom data and processes to improve number management and reduce overall costs.

<u>IT Support Intern</u>
Blue Ant Media, Toronto ON   January 2024 - April 2024

- Managed Google Workspace administration, specializing in setting up first-time users and efficiently managing user accounts.
- Installed and maintained software for employee computers, ensuring optimal functionality and efficiency.
- Proactively troubleshooted and resolved software or hardware issues encountered by employees.
- Demonstrated effective communication skills through clear and concise interaction with users to promptly identify and address issues, resulting in timely resolutions.
- Collaborated with team members to enhance security measures by implementing encryption protocols across all Windows-based PCs, strengthening data protection.
- Contributed to the successful deployment of Mobile Device Management (MDM) software, streamlining the management of all Apple assets, and facilitating efficient monitoring and control of device functionalities.

<u>Junior Service Technician</u>
Dock Systems, Brampton ON   May 2023 - September 2023

- Assisted senior technicians in installing and maintaining loading docks and doors.
- Conducted inspections to identify equipment issues and ensure safety compliance.
- Managed detailed records of service tasks and completed work orders efficiently.
- Contributed to team projects, promoting seamless operations and customer satisfaction.