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MATTHEW BERTOLINI

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WORK EXPERIENCE

Linkwave Wireless Solutions   July 2024 – Present
Technical Writer
- Created and revised technical system design documents to a high standard of quality and accuracy based on client requests. Translating complex technical information into user-friendly documents.
- Reviewed technical documents to make sure they follow the right format, contain accurate information, and have consistent content and formatting.
- Collaborated with subject matter experts to clarify technical details, validate information, and incorporate their expertise into the documentation.

Canadian Network Installations (Client: Bell Mobility)   October 2022 – March 2024
RAN Operation Specialist
- Facilitated the rollout of 5G coverage for Bell's GTA cell phone services by working alongside the engineering team, and receiving detailed instructions on expansion plans. Created and installed 5G scripts, coordinated equipment installs, and performed QA testing for hundreds of affected sites.
- Managed an average of 75 ticket requests per week using Bell's inhouse ticket management system (RANhub), addressing and resolving issues promptly. Provided exceptional service by prioritizing urgent requests, giving timely updates, and ensuring thorough troubleshooting.
- Directed efforts for integrating, and decommissioning hundreds of cell sites and radio antennas, collaborating closely with the field team, and ensuring a seamless transition for all site changes. Conducted quality checks to optimize efficiency, and minimize downtime.
- Performed real-time troubleshooting, and resolution of configuration errors, system faults, and performance issues. Utilized Bell's diagnostic tools, and methodologies to resolve all issues promptly to ensure optimal system performance. The use of those tools improved productivity by 80%.
- Collaborated with three cross-functional teams to develop, and implement maintenance strategies which reduced power consumption during downtimes while maintaining exceptional service for all customers.

                                                                                                April 2021 – October 2022
Field Operations Technician
- Commissioned, maintained, and repaired all network infrastructure equipment across hundreds of sites on radio, antennas, HSPA, LTE, 5G, micro, and pico cells.
- Obtained, and installed all hardware according to Bell's strict installation guidelines. Aligned over 500 fiber optic cables, organized cable management, and pushed necessary scripts.
- Interfaced, and provided recommendations to network engineering, and management staff on implementation, maintenance, and optimization issues.
- Demonstrated a high proficiency in the use of specialized computer applications, equipment specific software, and laboratory grade wireless technology test equipment which improved my speed and productivity by over 75%. This equipment was used to test fiber light levels, site performance, network speeds and audio quality.

TECHNICAL SKILLS

- **Programming Languages:** Javascript, HTML, CSS, Python, C, Java
- **Libraries and Frameworks:** Node.js, Express.js, React, jQuery, Bootstrap, Semantic UI
- **Software Tools:** Microsoft Azure, Git, Visual Studio Code, MS Office applications
- **Platforms:** Windows 10, MacOS, Linux, iOS, Android
- **Database Management:** MySQL, MongoDB
- **Design Tools:** Figma, Adobe XD, Microsoft Visio

EDUCATION

University of Guelph   **September 2016 – May 2020**
Bachelors of Computing: Computer Science Major, Business Minor
- **Undergraduate Coursework:** Operating Systems; Data Structures; Databases; Algorithms; Programming Languages; Computer Architecture; Human-Computer Interaction; UI & UX Design; Calculus; Marketing; Microeconomics; Financial Accounting;

PROJECTS

- **React Project** (Jan 2022 - Jul 2022). Participated in an online course to learn React development. The project consisted of a Pokedex application which taught the basic React fundamentals such as components, props, and state. *HTML, CSS, JavaScript, React.*
- **Portfolio Website** (Sep 2020 – Oct 2020). Personal portfolio website to show off personal projects, and list development skills that have been acquired during experience of learning about websites, and software development. *HTML, CSS, JavaScript, Semantic UI, Github.*
- **YelpCamp** (Jun 2020 – Sep 2020). Developed a web application using a REST API to mimic the popular review website Yelp. This course taught about user login & authentication, uploading/editing/deleting content, data persistence using MongoDB. *HTML, CSS, JavaScript, jQuery, Node.Js, Express.Js, MongoDB, Git.*
- **Digital Signage System** (Sep 2018 – Dec 2018). Worked with a team of four students on a cumulative project to develop a digital signage management system following Waterfall Methodology with a focus on pre-implementation states of development. *Waterfall Methodology, Prototyping (Adobe XD).*
- **Ancestry Web Application** (Jan 2018 – Apr 2018). Implemented a backend library to parse GEDCOM files using C. Displayed the parsed files in a frontend web-based GUI which manipulated the GEDCOM files. *C, HTML, JavaScript, Node.js.*