# Matthew W. Courtney

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**Education:**
West Virginia Northern Community College January 2011 – December 2013

**Associate Degree in Applied Science**
· Concentration in CIT System Development and Programming.

**Skills:**
· Ability to quickly adapt to different situations and identify red flags.
· Detail oriented with the ability to learn quickly.
· Strong background in all phases of Visual Basic, SQL, HTML, ASP, Java Script, and Java.
· Thorough understanding of MS Visual Studio 2010, MS Office, Eclipse and Notepad++.
· Knowledgeable of Windows 10 and trained in areas of Oracle, Access, and Excel.

**Work Experience:**

**Chat Representative**
PNC Bank                                                                                                        *May 2019 – Present*

· Receives, investigates, and responds to multiple customer inquiries simultaneously regarding complex products, services, and issues via messaging.
· Research dispute root causes as well as deposit holds on a daily basis.
· Resolves complex and recurring customer inquiries with well written solutions.
· Maintains the highest level of customer satisfaction while consistently maintaining daily and monthly metrics.
· Hand selected to run team meetings, debrief on new programs, assist new hires, give mock assessments for new applicants and complete other special projects.

**Customer Service Consultant/Online Banking Specialist**
PNC Bank                                                                                                 *February 2015 – May 2019*

· Effectively manage risk so that there is no loss to the bank.
· Troubleshoot online banking issues such as return codes and customer navigation.
· Selected by supervisors to mentor and train new hires to ensure accuracy and quality remains as some of the companies' highest standards.
· Follow company policies such as attendance, quality scores, first call resolution, average handle time and CIQ.

**Sales Associate**. Radio Shack
Weirton, West Virginia                                                                            *January 2013 – April 2016*

· Troubleshooting, diagnosing, installing feature changes, upgrading major post and prepaid carriers, configuring, and repair computer systems and network system components.
· Responsible for meeting monthly goals and staying up to date with all products from headphones to police scanners.

**IT Assistant/Intern**. West Virginia Northern Community College
Weirton, West Virginia                                               *January 2013 – March 2013*

· Assisted with IP video network connections needed for streaming classes from another campus.
· Created images and reformatted computers as needed.
· Performed troubleshooting with computers in tech enhanced classrooms using Check disk, MS Config, and other basic Windows tools.
· Set up, updated, and tested computers.
· Installed virus and malware software on a regular basis.
· Monitored network strength on campus with software while assisting students with password recovery.