

Matthew Ramer

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PROFESSIONAL SUMMARY

Computer Science graduate with hands-on experience in IT support, software development, and troubleshooting. Proven ability to bridge technical expertise with exceptional customer service, ensuring effective communication and resolution. Passionate about problem-solving and eager to contribute technical proficiency and organizational skills in a Help Desk or IT Specialist role.

EDUCATION

University of California, Riverside | Riverside, CA

B.S. in Computer Science

Relevant Courses: Computer Security, Data Structures, Web Development, Algorithms & Analysis, Computer Architecture, Operating Systems, Software Engineering, Optimization, Embedded Systems, Compiler Design

TECHNICAL SKILLS

Programming Languages: Java, Python, C#, C++, Rust, Assembly, JavaScript, HTML, CSS

Tools and Technologies: MongoDB, Machine Learning, Apache Spark, HDFS, Git, React, Node.js, AWS, Docker, GDB, Microsoft System Center Configuration Manager (MSCCM), Active Directory

PROJECTS

BlogMe: A Personal Blogging Site

June 2024

- Developed a blogging platform with user authentication (Google Firebase) and blog post/comment features.
- Ensured responsive design and intuitive user experience using React, HTML, and CSS.

Toyota Car Model Classification System

March 2024

- Built a web application for image classification and model training using Python, Apache Spark, and MySQL.
- Delivered accurate vehicle model identification based on input images, achieving 88% accuracy.

PROFESSIONAL EXPERIENCE

Geek Squad Consultation Agent | Best Buy | Orange, CA

February 2025 - Present

- Diagnosed and repaired hardware/software, providing efficient solutions to enhance customer experience.
- Acted as the primary liaison between clients and repair agents, leveraging technical expertise and strong communication skills to ensure clear and accurate service updates.
- Refurbished and reconditioned products, auditing inventory stock levels and maximizing resale value.

Technical Sales Advisor | Best Buy | Orange, CA

October 2024 - February 2025

- Averaged \$135,000 in direct monthly revenue through personalized sales and customer engagement.
- Communicated complex technical concepts in an accessible manner, increasing customer satisfaction and trust.
- Provided expert recommendations on technology solutions, helping customers choose products that met their needs while optimizing sales opportunities.

Computer Science Tutor | Freelance | Riverside, CA

September 2021 - October 2024

- Taught programming concepts, web development, and portfolio website creation.
- Provided tailored tutoring sessions, leading to measurable improvements in client coding skills and project outcomes.
- Developed lesson plans and coding exercises customized to individual learning goals.

ADDITIONAL EXPERIENCE

Dishwasher / Line Cook | BJ's Restaurant and Brewhouse | Anaheim, CA

July 2022 - August 2022

- Promoted to line cook due to strong problem-solving, teamwork, and efficiency in a high-volume environment, showcasing adaptability in fast-paced situations.

Maintenance Apprentice | Orange County Fair | Costa Mesa, CA

July 2021 - August 2021

- Supported maintenance teams with forklifting, landscaping, and plumbing tasks while repairing equipment.

Fulfillment Expert | Target | Orange, CA

October 2019 - January 2020

- Prepared and processed online orders accurately and efficiently while assisting customers on the sales floor.

CERTIFICATIONS

- **CompTIA A+** (Expected Completion: March 2025)
- **CompTIA Security+** (Expected Completion: June 2025)