
MATTHEW MONROE FRAZIER

EDUCATION

FORT HAYS STATE UNIVERSITY HAYS, KANSAS
B.S. Information Networking and Telecommunications (Web Development Emphasis)
With Minor in English GPA: 3.25 Anticipated Graduation: December 2018

EXPERIENCE

STUDENT ADMINISTRATIVE ASSISTANT

FORT HAYS STATE UNIVERSITY; HAYS, KANSAS — MAY 2017–PRESENT

- Assists in the process of student housing by filing for over 1,500 students and answering phone calls and emails.
- Manage residential life's webpage by making necessary updates and changes.
- Provide tours for prospective students who wish to stay on campus.

DESK ASSISTANT

FORT HAYS STATE UNIVERSITY; HAYS, KANSAS — NOVEMBER 2016–MAY 2017

- Work alongside of Resident Assistants to create a welcoming environment for residents.
- Build a community by planning programs that educate and create a sense of belonging.
- Organized and sorted mail for two residence hall buildings for over 400 residents.

CUSTOMER SERVICE REPRESENTATIVE

BEST BUY; COLORADO SPRINGS, COLORADO — OCTOBER 2015–DECEMBER 2017

- Identify and resolve customer issues and complaints in a timely and professional manner.
- Ensure customer satisfaction.
- Answer customer inquiries regarding products and services.
- Create weekly reports on labor productivity for each department.

MICROSOFT CONSULTANT

BEST BUY; COLORADO SPRINGS, COLORADO — NOVEMBER 2014–OCTOBER 2015

- Train peers on new Microsoft technology and products.
- Advocate for Microsoft products and services.
- Utilize innovative training tools to drive growth and achieve department goals.
- Supervise and ensure the department runs optimally.

SKILLS

Programming Skills: HTML, CSS, JavaScript, PHP, MySQL
Operating Systems: Mac OS 10.7 and above, Windows OS (XP, Vista, 7, 8 and 10)
Microsoft Office: Word, PowerPoint, Excel, Outlook and OneNote

ADDITIONAL ACCOMPLISHMENTS

Resident Hall Association - National Communications Coordinator

Led three delegations to separate regional and national conferences to vote on pieces of legislation to better the community of Fort Hays State University Residential Life and the regional chapter.

Informatics Advisory Council

Aided professors in the informatics department to review current emphasis tracks. Worked directly with department chair and web and mobile application professor to bring new ideas to create a more fluid course schedule for incoming freshman.

Desk Assistant of the Year

May 2017

Voted desk assistant of the year in a pool of over 50 students from 6 resident halls.