

Matthew Frazier

matt@frazierhome.net | (719) 447-5773 | 9975 Litchfield Street. Falcon, CO 80831

education

December 2018

Fort Hays State University, B.S. in Information Networking and Telecommunications (Web Development Emphasis) & Minor in English
GPA: 3.2
Hays, Kansas

experience

May 2017 – Present

Fort Hays State University, Student Administrative Assistant Residential Life - Hays, Kansas

- Assisted in the process of student housing by filing for over 1,500 students and answering phone calls and emails from students and family.
- Manage residential life's webpage, and made necessary updates and changes.

Nov 2016 – May 2017

Fort Hays State University, Desk Assistant

Wiest Hall - Hays, Kansas

- 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 2 residence halls and over 400 residents

Oct 2015 – Present

Best Buy, Customer Service Representative

Colorado Springs, Colorado

- Identifying and resolve customer issues/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

Nov 2014 – Oct 2015

Best Buy, Microsoft Consultant

Colorado Springs, Colorado

- 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 department runs optimally

skills

Programming Skills: HTML, CSS, JavaScript, PHP

Operating Systems: Mac OS 10.7 and above, Windows OS (XP, Vista, 7, 8 and 10)

Microsoft Office: Word, PowerPoint, Excel, Outlook and OneNote

projects

Resident Hall Association - National Communications Coordinator

Led a delegation of 6 students and 2 advisors to a regional conference in Iowa. Voted on various pieces of legislation to better the community of Fort Hays State University Residential Life and the regional chapter.

awards

May 2017

Desk Assistant of the Year

Hays, Kansas

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