

# MATTHEW MONROE FRAZIER

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## EDUCATION

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### Fort Hays State University

Hays, Kansas

B.S. Information Networking and Telecommunications (Web Development Emphasis) & Minor in

English *GPA: 3.25*

Grad: December 2018

## EXPERIENCE

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### Fort Hays State University

Residential Life - Hays, Kansas

*Student Administrative Assistant*

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.

### Fort Hays State University

Wiest Hall - Hays, Kansas

*Desk Assistant*

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.

### Best Buy

Colorado Springs, Colorado

*Customer Service Representative*

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.

### Best Buy

Colorado Springs, Colorado

*Microsoft Consultant*

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

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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

## PROJECTS

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### Resident Hall Association - National Communications Coordinator

Led two delegations to separate regional 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.

## AWARDS

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### Desk Assistant of the Year

Hays, Kansas

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

May 2017