

# MATTHEW KNUDSON

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## QUALIFICATIONS

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- Capable of quickly and effectively learning new skills, procedures, and techniques.
- Excellent written and verbal communication skills and ability to present findings and recommend effective solutions.
- Self-motivated to efficiently manage multiple responsibilities and projects simultaneously.
- Effectively interfaces with all levels of staff showing strong teamwork orientation.
- Extensive background in IT processes, including technical support, building networks, and installing, maintaining, and testing software and hardware.
- Have provided support for many different areas of IT including SQL, VOIP, Cisco, Wireless Networks, Windows 7, Windows 8, Windows 10, Windows Server, RDP, Microsoft Office Suite, Web Development, Web Servers, Network Security, Financial Systems, SAP, ERP software, Salesforce, Microsoft CRM, Point of Sale machines, helpdesk, troubleshooting, issue reporting, SaaS (Software as a Service), Mobile Devices (including Android and iOS), and project management.

## WORK EXPERIENCE

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### Virtual Support Technician | Insight Global (under contract to FullBloom) | Minneapolis, MN January 2020 - Current

- Provided phone and email support to employees and customers of FullBloom.

### Service Desk Analyst | Insight Global (under contract to Abbott Labs) | Minneapolis, MN September 2018 – December 2019

- Provided phone-based support to Abbott employees and contractors for a variety of hardware platforms, including Desktop PCs, Laptops, and Apple iPhones.
- Supported a variety of end-user software tools including SAP, Salesforce, Microsoft Office, and custom ERP and Quality Tracking software.
- This was a contract position.

### Account Support Manager | LumiData, Inc | Minneapolis, MN October 2013 – March 2018

- Managed an account territory consisting of up to 20 clients and \$2,000,000 in total revenues.
- Oversaw projects to implement new software and services for LumiData's client base.
- Developed a training curriculum and provided training for users of LumiData's software, SOLYS.
- Assisted the sales team with technical questions, demonstrations, and proof of concepts.
- Collaborated with retailers such as Target to improve automation and delivery of data services.

### Help Desk Representative | LumiData, Inc | Minneapolis, MN January 2012 – October 2013

- Resolved customer issues quickly and efficiently, maintaining a 99% customer satisfaction rating.
- Diagnosed software issues and tested fixes and enhancements to verify that they corrected issues and met customer needs.
- Undertook a project to implement a QA testing system for software enhancements and fixes with the Software Engineering team.

### Technical Center Representative | Digital River | Eden Prairie, MN June 2009 – January 2012

- Provided internal support to a wide variety of departments and locations across the globe.
- Served as a COE center for Digital River IT contacts, both internally and externally.
- Responsible for receiving initial contacts about large-scale, commerce-impacting technical issues and coordinating global company-wide response and follow-up to ensure that issues were addressed in a timely fashion.
- Remotely supervised outsourced call center resources to ensure issues were resolved promptly and efficiently.

### Customer Service Representative - Senior CSR | Digital River | Eden Prairie, MN September 2008 – June 2009

- Delivered customer service for customers of Digital River, with a monthly QA average of over 95%,

- Provided technical assistance to users of Digital River web stores and received first-tier technical support contacts for software sold through Digital River's online marketplace.
- Handled escalated, high-sensitivity, and VIP contacts to Customer Service department to ensure efficient and positive resolutions for customers.

**Technician | Deepfire Technologies | Eden Prairie, MN**

**August 2003 – July 2007**

- Installed and maintained software and hardware for small business computers and networks.
- Maintained computers, network systems, and software on an on-call basis.
- Worked on systems including Microsoft Office, Microsoft Windows, Adobe Suite, VOIP, Phone Systems, Wireless Networking, Print Services, Network Security, Ethernet Networks, Wi-fi, desktop support, printers and scanners.

**EDUCATION**

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**Normandale Community College | Bloomington, MN**

**January 2003 – June 2006**

- Studied Computer Science and Mathematics
- Did not complete a degree.

## References

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- Eric Mazzocco - (612) 455-9030 - VP of Software and Services at LumiData, Inc., Minneapolis MN
- Ryan Swenson - (612) 597-4621 - Account Management Team Lead at JL Buchanan, Minneapolis MN.
- Chris Adams - (801) 707-8715 - CTO at Olympus Technologies in West Valley City, UT (Formerly CEO/Owner of Deepfire Technologies in Eden Prairie, MN)