Matthew Poole Chicano

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SUMMARY

CompTIA A+ certified IT support and automation candidate with **hands-on Linux/Windows experience**, scripting, and **troubleshooting**. Skilled at building and maintaining systems, streamlining workflows with **automation**, and documenting solutions for clarity and reuse. Blending a background in game development (Unreal Engine, C++), automation scripting (Bash), and **creative problem-solving** to deliver user-centric, reliable, and memorable technical solutions.

CERTIFICATIONS

- **CompTIA A+** – Certified, expires Sep 2028
- CS50's Introduction to Computer Science – HarvardX, Dec 2021
- Unreal Engine 5 C++ Developer – Udemy, Apr 2024

TECHNICAL SKILLS

Scripting & Automation: Bash (proficient), PowerShell (learning), Python (learning), Lua (familiar)
Programming: C++ (proficient), R (familiar), Markdown, HTML/CSS
Systems & Infrastructure: Linux (Nobara/Fedora, Pop!_OS), Windows 10/11, macOS, SOHO networking, OS installation
Tools & Version Control: Git/GitHub, VS Code, Rclone, Timeshift, Syncthing, cron
Game Development & Creative Tools: Unreal Engine 5, LÖVE (Lua), Blender, Krita
Security & UX: KeePassXC, ClamAV, accessibility-focused documentation

EXPERIENCE HIGHLIGHTS

System Builds & Support: Built and configured 20+ desktops/laptops; **maintained 99% uptime** and strong user satisfaction.

Endpoint Troubleshooting: Diagnosed and remediated 20+ OS boot/network failures; reduced recurrence by 40% through **documented triage steps**.

Military & Non-Profit Support: HR Clerk for Army National Guard and The Animal Foundation; resolved access and record-keeping issues with **100% SOP compliance**.

POS & On-Site Support: Troubleshot thermal printers and tablet-based ordering systems as café keyholder; supported site relocation and integrations.

Retail Inventory Audits: Led 3+ annual audits; **achieved 98% accuracy** through standardized workflows and third-party coordination.

PROJECTS

Bash Automation Toolkit – Automated backups, cleanup, and file sync (Rclone/Timeshift); **saved 3+ hours weekly**, achieving zero data loss.

Open-World RPG (Work in Progress) – Solo-developed RPG in Unreal Engine (C++); building gameplay systems, experimenting with procedural encounters, and **documenting roadmap**.

Psychology Research: Impact of Tobacco on BP & HR – Conducted **reproducible data analysis** in R; emphasized data visualization, statistical modeling, and reproducible reporting.

Battle Tactics Arena (CS50 Final Project) – 2D strategy prototype in Lua (LÖVE); implemented state machines and OOP for robust UI/UX interactions.

EDUCATION

B.A. Creative Writing & Psychology – City College of New York, Jan 2023
- *Summa Cum Laude* (GPA 4.0); Dean's List; Goodman Fund Poetry Award; Festival Speaker

A.A. Creative Writing – College of Southern Nevada, Dec 2017
- *High Honors* (GPA 4.0); Steiner's Creative Writing Scholarship; **VP**, Creative Writing Club; Note-Taking Assistant for Disability Services