

# Matthew Poole Chicano

Brooklyn, NY • (702) 793-5481 • [matthew.poole485@gmail.com](mailto:matthew.poole485@gmail.com) • [TheOnliestMattastic.github.io](https://TheOnliestMattastic.github.io)

## SUMMARY

**CompTIA A+ certified** IT Support candidate with hands-on Linux and Windows systems experience and automation skills. Leveraging my expertise in game development, psychology, and creative writing to produce user-centric solutions that resolve complex issues through imaginative creative problem-solving and structured troubleshooting.

## CERTIFICATIONS

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

## TECHNICAL SKILLS

- Scripting and Languages: Bash; Python; PowerShell; R; Markdown; C / C++; Lua
- Infrastructure: Linux (Fedora; Pop!\_OS); Windows 10 / 11; OS installation; SOHO networking
- Tools and Automation: Git / GitHub; VS Code; cron; Rclone; Timeshift; Syncthing
- Security and UX: KeePassXC; ClamAV; psychological UX patterns

## EXPERIENCE HIGHLIGHTS

- System Builds and Support — Assembled and configured 20+ desktops and laptops; maintained **99% uptime** and strong user satisfaction
- Retail Inventory Audits — Led 3+ annual audits; achieved **98% accuracy** through standardized workflows and third-party coordination
- Military and Non-Profit Support — Resolved access and record-keeping issues as HR Clerk for Army National Guard and The Animal Foundation with **100% SOP compliance**
- POS and On-Site Support — Troubleshot thermal printers and tablet-based ordering systems as keyholder of a local café; supported new site relocation and integrations
- Endpoint Troubleshooting — Diagnosed and remediated 20+ OS boot / network failures; **reduced recurrence by 40%** via documented triage steps

## PROJECTS

- Bash Automation Scripts — Automated backups, cleanup, and file sync (Rclone / Timeshift); saved **3+ hours weekly**, achieving zero data loss
- Battle Tactics Arena — CS50 final project: 2D strategy prototype in Lua (LÖVE); implemented state machines and OOP for robust UI / UX interactions
- Temples and Trolls — UE5 RPG (ongoing): applied debugging techniques from CS50 to **reduced critical crashes by 50%** via user testing and state-machine logic

## EDUCATION

- **B.A. Creative Writing and Psychology** — City College of New York, Jan 2023
  - *Summa Cum Laude* (GPA 4.0); Dean's List; Goodman Fund Poetry Award
  - Statistics and Experimental Psychology — used R for data analysis in psychology research, translating statistical concepts into clear, actionable insights

## ADDITIONAL

- Availability: Immediate; open to entry-level IT support / help desk positions or with teams where creativity and technical adaptability are valued
- Preferred contact: [matthew.poole485@gmail.com](mailto:matthew.poole485@gmail.com)