

Matthew Poole Chicano

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SUMMARY

CompTIA A+ certified IT Support candidate with hands-on Linux and Windows systems experience, scripting, and automation skills. Known for adaptability, clear documentation, and empathetic support. Leveraging a background in game development, psychology, and creative writing to deliver user-centric solutions through structured troubleshooting and creative problem-solving.

CERTIFICATIONS

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

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

- **System Builds & Support —** Assembled 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% via 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
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PROJECTS

- **Bash Automation Toolkit —** 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
 - **Solo UE5 Open-World RPG (Ongoing) —** Applied debugging and state-machine logic to reduce crashes by 50% via iterative user testing
 - **Psychology Research: Impact of Tobacco on BP & HR —** Conducted reproducible data analysis in R; strengthened skills in data wrangling and technical writing
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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

A.A. Creative Writing — College of Southern Nevada
High Honors (GPA 4.0); Steiner's Creative Writing Scholarship

ADDITIONAL

- Availability: Immediate; open to entry-level IT support/help desk roles
- Preferred contact: matthew.poole485@gmail.com