MATTHEW REILEY

LinkedIn: https://www.linkedin.com/in/matt-reiley/
mattreileydeveloper@gmail.com
Web Development Website: Here
San Carlos, CA 94070
(650) 483-4793

CAREER SUMMARY

IT Support professional with nearly 5 years of experience improving organizational performance, including increasing system uptime and saving over $2,000 in potential repair costs. Adept at collaborating across teams to deliver high-quality services, ensuring compliance with policies and standards, and skilled in IT troubleshooting and technical repairs.

Skills & Certifications

Windows Infrastructure | Linux Infrastructure | Linux CLI | Windows PowerShell | macOS | Router Configuration | Wi-Fi Configuration | System Administration | Network Configuration | Troubleshooting | Microsoft 365 | Slack | Zoom | Adobe Creative Suite | Salesforce | Documentation Skills | Software Updates | System Updates | VirtualBox | Active Directory | TCP/IP | RDP | Dropbox | GitHub | Azure | AWS

GOOGLE - UX Design	*Aug. 2024 – Nov. 2024*
GOOGLE - Cybersecurity	*Dec. 2024 – April. 2025*
COMPTIA - ITF+	*Aug. 2025 – Dec. 2025*
GOOGLE - IT Support	*Aug. 2025 – Oct. 2025*

PROFESSIONAL EXPERIENCE

HIT CLUB BASEBALL   *Belmont*, CA

Head Baseball Coach   *Nov. 2023 – Present*

- Developed training programs for baseball players, focusing on physical development to improve player performance and team competitiveness.

- Managed team operations including practice schedules, game strategies, and player development for dozens of players across varsity and JV teams.

- Managed player data for ~50 athletes; organized statistics, game footage, and training schedules, reducing retrieval time by 40%.

- Resolved ~10 device/app issues per week; achieved 90% first-contact resolution.

- Saved $2,000+ via in-house tech repairs; cut downtime by 20 hours per season.

EDUCATION & TRAINING

NPOWER   *San Jose, CA*

IT Support Specialist Program   *Aug. 2025 – Dec. 2025*

Completed an 18-week, 300+ hour program providing hands-on technical Information Technology training and microprojects in a cohort-learning environment. Instruction focused on CompTIA ITF+, Microsoft Azure, and Google IT Support certifications.

SAN JOSE STATE UNIVERSITY   *San Jose, CA*

Bachelor's Degree - Psychology   *Sept. 2017 – Dec. 2023*

Completed coursework in Introduction to UX/UI Design, Research Methods/Statistics, and Behavioral Psychology.