

Matt Reinhold

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SUMMARY

Dependable, highly motivated I.T. technician with over three years experience seeks a challenging computer support position within a growing company.

EMPLOYMENT OVERVIEW

I.T. Industry Experience

Network Support Specialist

Canon Solutions America, Portland, OR

December 2009 - Present

Support company's data network and computer infrastructure. Configure, maintain and troubleshoot PCs, laptops and Cisco firewalls. Provide Help Desk support via email and phone. Manage and monitor critical servers in both Windows and UNIX environments.

- Designed new computer configurations that saved the company \$35,000 in one year.
- Served as project manager on rollout of customer portal for important client contract; trained its end users.
- Managed site relocations: time-sensitive tasks that involve coordinating with personnel and vendors, and remotely instructing non-IT staff on setup of network devices.
- Developed training materials for end users and IT staff.

Computer Technician

Freelance

January 2008 - Present

Diagnose and repair PCs and laptops. Set up home networking.

Other Experience

Ground Service Agent

Horizon Air, Portland, OR

August 2003 – December 2009

Demonstrated ability to manage multiple tasks in a fast-paced environment, while adhering to strict safety regulations.

Customer Service Agent

Budget Car Rental, Portland, OR

October 1996 – August 2003

Displayed leadership and flexibility by cross-training in service, sales, training, and supervising.

EDUCATION

A.A.S., Microcomputer Support Specialist

Clark College, Vancouver, WA

March 2009

- With Honors; Phi Theta Kappa
- Staffed the Student Computer Helpdesk
- Held internship at Wright Business Graphics, Portland, OR

CERTIFICATION

CompTIA A+

December 2008

CompTIA Network+

March 2009

Microsoft MCITP: Consumer Support Technician

June 2009