Brittney Matthew

Piscataway, NJ 08854 • bm572@rutgers.edu • (908) 487 3625 • linkedin.com/bmatthew • gitbhub.com/bm572• bm572.github.io/

EDUCATION

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY – NEW BRUNSWICK

Master of Arts	**Major:** Information Science	**Concentration:** Technology, Information, & Management	May 2024
Bachelor of Arts	**Major:** Information Technology & Informatics	**Major 2:** Art (Graphic Design) **Minor:** Spanish **GPA:** 3.33	May 2023

- Tri-Alpha Delta Pi Chapter Honor Society Recipient (Inducted 2022)
- Thrive Student Support Scholar Recipient (Inducted 2020)
- Chi Alpha Epsilon Mu Chapter Honor Society Recipient (Inducted 2020)
- Educational Opportunity Fund Scholar Recipient (Inducted 2019)
- Rutgers Future Scholar Recipient (Inducted 2014)

EXPERIENCE

Rutgers University, Rutgers Blueprint

Product Manager Fellow   Sep 2022-Nov 2022

- Developed Scarlet RideShare, a ride-sharing application for college students; conducted product & user research; analyzed the product market fit & strategy, performance indicators, return on Investments & object key results for the application's 100% rollout rate for transportation.

Rutgers University, Office of Information Technology Help Desk

Information Technology Assistant Supervisor   Sep 2021-Present

- Implement solutions for all OIT department issues, correcting 100% of errors calculated from the Performance Tracking System database
- Delegate 10+ tasks to consultants while assisting large-scale, high-volume university community
- Recruit new student hires, assisted in reviewing 200+ applications, conducting 15+ interviews & facilitate training of new consultants
- Conduct 40+ consultants' working performance reviews and technical documentation for promotional opportunities

Information Technology Consultant   Feb 2021-Sep 2021

- Investigated 10+ calls regarding technical, software, network & non-technical issues by troubleshooting reports amongst groups and departments
- Operated as *Application Support Consultant* from May-Sep 20; surveilled Icinga, Network Node Manager, & Nagios while providing simultaneous and consistent communication and technical support after regular business hours
- Monitored as *Email Support Consultant* from Jul-Sep 2021; analyzed 100+ email queues utilizing ServiceNow & offered verbal and written communication to users
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Rutgers University, Mason Gross School of the Arts

Office Assistant   Sep 2019-Apr 2020

- Assisted with all administrative tasks and requests for 5+ university departments, including maintaining phone lines, inputting communication data, providing building tours, and organizing office files

PROJECTS & LEADERSHIP

RFS Dream Team: Co-President, leading events, overseeing the success of the student organization   Sep 2022-Present

Poem Generator: Programmed a generator with Python, allowing users to develop their poem with their own generated keywords   Oct 2022

Product Landing Page: Designed a responsive product landing page using HTML & CSS to showcase vintage designer clothing   Dec 2021

New York Times API: Developed an API filter with Python; shown 1000+ results of health articles that reduced yearly during COVID-19   Sep 2021

Instant Cup: Designed the user interface of a coffee ordering app utilizing Figma to reduce technical difficulties by 100%   Sep 2021

SKILLS

Non-Technical Skills: English (Native), Spanish (Intermediate), French (Limited), French Creole (Limited)

Certifications: freeCodeCamp Responsive Web Design, freeCodeCamp JavaScript Algorithms and Data Structures, Codecademy Python3, Linked-in Learning: Project Management Simplified

Technical Skills:

- Proficient in: Python, HTML, CSS, UX/UI Design
- Working Knowledge of: JavaScript, SQL, jQuery, React, Redux, Bootstrap, Sass, D3.js, Ajax, Data Structures, Algorithms
- Limited Application of: PHP, MySQL

Systems/Applications:

- Proficient in: macOS, Windows, Docs/Word, Sheets/Excel, Visual Studio Code, Figma, Breezy HR, Cisco Identity Services Engine, Network Node Manager (NMM), Nagios, Icinga, Bomgar, Grafana, ServiceNow, Photoshop, Illustrator