Brittney Matthew

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EDUCATION

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY – NEW BRUNSWICK

Masters of Arts	**Major:** Information Science	**Concentration:** Technology, Information, & Management	May 2024
Bachelors of Arts	**Major:** Information Technology & Informatics	**Major 2:** Art (Design) **Minor:** Spanish **GPA:** 3.28	May 2023

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

EXPERIENCE

Rutgers University, Office of Information Technology Help Desk

Assistant Supervisor   Sep 2021-Present

- Implemented 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 for 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 2021; 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 & provided verbal and written communication to users

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: Serve as IT Director & Secretary; adapting organization's GetINVOLVED page and administer mailing lists   Sep 2022-Present

Best 4 Years: Led & managed a project-based team on an app/site used for 100% efficient management for college students   Feb 2022 – Apr 2022

New York Times API: Programmed NY Times API with Python; filtering 1000+ article results about diets that reduced each year   Sep 2021

Instant Cup: Designed the user-interface of a Coffee ordering app utilizing Figma to cut down technical difficulties by 100%   Sep 2021

SKILLS

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

Certifications: freeCodeCamp Responsive Web Design, Linked-In Learning: Agile Foundations, Linked-in Learning: Project Management Simplified, Linked-In Learning: Learning SQL Programming

Technical Skills:

- Proficient in: Python 3, HTML/HTML5, CSS, UX/UI Design
- Working Knowledge of: JavaScript, SQL, jQuery, React, Redux
- Limited Application of: Express, MongoDB, Mongoose, Node Package Manager, Node.js

Systems/Applications:

- Proficient in: macOS, Windows, G-Suite, Microsoft Office, Visual Studio Code, Figma, Breezy HR, Cisco Identity Services Engine, Network Node Manager (NMM), Nagios, Icinga, Bomgar, Grafana, ServiceNow, Photoshop
- Working Knowledge of: Illustrator
- Limited Application of: Git, Linux