

# Brittney Matthew

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## EDUCATION

<b>Masters of Arts, Rutgers, The State University of New Jersey, New Brunswick, NJ</b>	<b>Major:</b> Masters of Information (Technology, Information, and Management)	May 2024
<b>Bachelor of Arts</b>	<b>Major 1:</b> Information Technology Informatics <b>Major 2:</b> Art (Design) <b>Minor:</b> Spanish	May 2023
<b>GPA:</b> 3.169	<b>Dean's List:</b> Spring 2020	

**Related Courses:** Management of Technological Organizations, Human-Computer Interaction, Web Design, Object-Oriented Programming, Design 1A & B, Agile Foundations, Agile Methodologies

## EXPERIENCES

### Rutgers University, Office of Information Technology Help Desk

#### Assistant Supervisor

Sep 2021-Present

- Implemented solutions that enhanced the organization's structure of worker's duties and addressed repetitive occurrence of problems
- Evaluated locked accounts, password resets, audited sensitive identification from a user's account
- Revised the technical and training documentation used by 100% of the Help Desk department & used for further training & workers
- Overseen daily meetings with the department regarding new procedures/policies, initiatives, general concerns, or issues
- Reviewed over 200 applications & assisted in the recruitment of potential hires; conducted over 10+ interviews; aided in the training of new & current consultants
- Mentored 10 consultants per year, reviewed over 40+ consultants' performances, technical documentation in preparation for promotional opportunities
- Facilitated committee teams and projects made by supervisors & managers for the innovation & improvement of the Help Desk's tasks

#### Email Support Consultant

Jul-Sep 2021

- Analyzed technological issues by resolving technical errors received by providing detailed technical documentation & support
- Monitored email queues, conducted timely mannered follow-ups of emails, and escalated issues throughout different technical departments

#### Application Support Consultant

May-Sep 2021

- Surveilled critical services & sensitive applications/machine hardware/software and systems service statuses used throughout the entire university
- Operated as after-hours or emergency contact support for all Rutgers OIT Help Desk campuses & non-university related departments
- Reported outages or critical statuses of networking services, printing services, and web services used throughout the university to other departments, affiliates, and teams
- Notified systems admins and coordinated the timeline report of networks & service outages and issues between users, systems staff, and the Help Desk

#### Information Technology Help Desk Consultant

Feb-Sep 2021

- Investigated technical, software & network issues by troubleshooting reports made by users which were related to issues regarding the university and non-university services
- Collaborated with teams and departments by solving technical issues that allowed difficult & new issues to be revealed and solved

### Rutgers University, Mason Gross School of the Arts, Office Assistant

Sep-April 2020

- Attended the needs of the program advisor, dean of students, and faculty; provided tours and information sessions for incoming students, guests & new arrivals
- Initiated scheduled calls and follow-ups; inputted data for the department informing faculty/staff, students, and/or parents

### Mondelēz International (Rutgers Future Scholars Program), Intern

Jul 2018 – Jul 2018

- Developed the company's potential goals for expanding product sales by viewing the company's plans; evaluated the company products and future endeavors

### Emmis Communications (Rutgers Future Scholars Program), Intern

Jul 2018 –Jul 2018

- Examined business and company's planned opportunities; discussed smart business actions for a potential future success strategy of the company

### View A Miracle Ultrasound (Rutgers Future Scholars Program), Intern

Jul 2018 – Jul 2018

- Introduced promotional techniques for the owner's business; developed marketing strategies with the usage of social media to increase clientele and the company's exposure

## SKILLS

**Non-Technical:** Customer Service, (Oral & Written) English (native), Spanish (Intermediate), French (Limited), French Creole (Limited)

**Technical Systems/Applications:** macOS, Windows, PowerPoint/Slides, Excel/Sheets, Word/Docs, Gantt Charts, Photoshop, Illustrator, InDesign, Adobe XD, Canva, Adobe Dreamweaver, Visual Studio Code, Figma, Word Press, ServiceNow, Breezy HR, Linux (Basic), Cisco Identity Services Engine, Cisco Prime, Nagios, Network Node Manager, Icinga, Bomgar

**Technical Skills:** HTML, CSS, JavaScript (Intermediate), jQuery (Basic), Python3, Graphic Design, User Experience/Interface Design, User Experience Research, User Modeling Prototyping, Usability Testing, Technical Troubleshooting, Technical Writing, Project Management, Agile,

**In Progress Learning Skills:** Data Structures, Algorithms, React, Redux, SASS, Bootstrap, Node.js, Express, MongoDB, Mongoose, Node Package Manager

## CERTIFICATIONS

**freeCodeCamp**, Scientific Computing with Python (300-hour curriculum)

Pending Apr 2022

**freeCodeCamp**, JavaScript Algorithms and Data Structures (300-hour curriculum)

Pending Apr 2022

**freeCodeCamp**, Front End Development Libraries (300-hour curriculum)

Pending Apr 2022

**freeCodeCamp**, Back End Development, and APIs (300-hour curriculum)

Pending Apr 2022

**freeCodeCamp**, Responsive Web Design Certification (300-hour curriculum)

Dec 2021

**Rutgers University-Newark**, Certification of Completion of Supply Chain Management

Jun 2018

## RELEVANT PROJECTS

**"Best 4 Years":** Leader & co-project manager of app & site solving common student life issues and academia

Feb 2022-Present

**API Research Project:** Python project using the New York Times API; Evaluated their search filter & article connected about diet culture, New Year's Resolution & COVID-19

Sep 2021

**Product Landing Page:** Product landing page, front-end developed website designed to market the vintage 90s products

Dec 2021

**Insta-Cup:** UI Design Coffee ordering app; minimalistic user interface designed to be user and tech-friendly

Sep 2021

## ACTIVITIES & HONORS

**Rutgers Girls Who Code, Member**

Spring 2022--Present

**Rewriting the Code, Member**

Spring 2021-Present

**Rutgers Women in Information Technology & Informatics, Member**

Spring 2021-Present

**PSE&G Foundation Scholarship, Recipient**

Received Fall 2021

**Chi Alpha Epsilon Mu Chapter Honor Society, Member**

Inducted Fall 2020

**Rutgers Global Intercambio Lingüístico (Spanish Language Exchange), Member**

Fall 2020-Present

**Rutgers Student Support Services Program, Scholar**

Inducted Fall 2020

**Rutgers EOF Scholarship Program, Scholar**

Inducted Spring 2019

**Rutgers University Scarlet Promise Grant, Recipient**

Received Fall 2019

**Rutgers Future Scholarship Program, Scholar**

Inducted Fall 2014