

## Contact

matt.eckman@icloud.com

www.linkedin.com/in/  
mattheweckman (LinkedIn)

## Top Skills

Computer Proficiency

Microsoft Word

Customer Service

## Languages

English

## Certifications

Dell Tech Direct Certification for  
Desktop Systems

Dell Tech Direct Certification for  
Printers

Dell Tech Direct Certification for  
Notebook Systems

Security Awareness

# Matt Eckman

IT Professional | Strategic Thinker | Process Improvement Innovator  
Alpharetta

## Summary

Upcoming Colorado State University graduate with a strong academic background in Business and Information Technology combined with experience in IT. Ability to quickly learn and master new technologies and systems with the skills for technical troubleshooting.

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## Experience

Surgical Information Systems

Customer Success Analyst

November 2021 - April 2022 (6 months)

SweetWater Brewing Company

Brewer

August 2021 - November 2021 (4 months)

Atlanta Metropolitan Area

Octane5 International LLC

4 years 1 month

Help Desk Team Lead

January 2019 - August 2021 (2 years 8 months)

Help Desk Specialist

August 2017 - August 2021 (4 years 1 month)

Alpharetta, Georgia

Atlanta Falcons

Desktop Support Technician

September 2015 - August 2017 (2 years)

Flowery Branch, GA

Provide support for desktops, laptops, mobile devices, printers, multifunction copiers and telephones. Using ZenDesk to process and complete a range of high to low priority tickets per week . Also monitor multifunction copiers and

personal printer functionality in addition to provide general support to the IT department.

### Georgia Gwinnett College

Classroom Technology Support - Student Worker

May 2015 - January 2016 (9 months)

Lawrenceville, GA

Provided classroom technology support campus-wide in addition to assisting the Education Technology department. Classroom support entails doing campus room checks, checking and testing equipment (such as projectors and computers) and ensuring that they function properly. Working with Crestron systems and primarily Sony products, and respond to any classroom calls from professors that may experience difficult or dysfunctional equipment.

### TruGreen LandCare

Supervisor

May 2012 - December 2014 (2 years 8 months)

Norcross, GA

Maintained 12 commercial landscaping properties while supervising 5 employees and ensuring the proper policies and procedures were followed. I maintained equipment, provided customer service to clients and handled any complaints or concerns with clients properties.

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## Education

### General Assembly

Computer Software Engineering · (April 2022 - July 2022)

### Colorado State University-Global Campus

Bachelor's degree, Management Information Systems, General

### Georgia Gwinnett College

Bachelor of Science (B.S.), Business Management Information Systems · (2015 - 2018)