

MATTHEW CLARK

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SUMMARY

Dynamic Bellevue College student working diligently to earn a Bachelor of Science degree in Computer Science. Maintaining a 3.3 GPA and a Phi Theta Kappa Honor Society member. Continuously honing computer programming skills outside of the classroom as well as within Microsoft. Strong commitment to achieve a graduate degree in the field. Interests include algorithms, cloud computing and machine learning while keeping an open mind to all fields of computer science.

EDUCATION

Bellevue College, Bachelor of Science in Computer Science, Bellevue, WA
September 2017 – June 2020

Computer Science Courses, Successfully Completed

CS210 Fundamentals of Computer Science I, CS211 Fundamentals of Computer Science II, CS300 Data Structures, CS331 Database Management Systems, CS341 Computer Networks, CS351 Computer Architecture I

Programming Languages, Brief Experience

Java, C/C++

PROFESSIONAL EXPERIENCE

Microsoft, Data Analyst, Redmond, WA

October 2013 – Current

- Entrusted to be discrete while working on a high visibility confidential project.
- Analyzes large data sets and applies pattern recognition to resolve 300-500 account concerns per week.
- Applies creative problem-solving skills and uses team collaboration to set grading standards.
- Self-Managed and relied on to make difficult judgment calls on accounts when the data is insufficient.
- Trains new hires on the most current processes and procedures of data set pattern recognition.
- Documents emerging issues, patterns, processes and procedures on the internal Wiki.
- Works directly with data scientists to review data sets and align team standards.

Microsoft, Senior Tier 3 Customer Advocacy and Exception Management Specialist, Issaquah, WA

June 2011 – October 2013

- Cross trained in multiple lines of business (Xbox & Microsoft Surface), and labeled a subject matter expert.
- Promoted to an exclusive team to construct the Tier 3 Surface Support Structure.
- Used customer and technical support knowledge to resolve customer concerns and preserve brand loyalty.
- Managed on average 40-50 customer accounts and met set service level agreements.
- Responsible for spotting emerging issues and handling them accordingly.

Google, Visual Data Specialist, Kirkland, WA

June 2010 – June 2011

- Trusted to work on a confidential project not ready to be released to the public.
- Maintained a high level of diligence and excelled in a fast pace ever changing environment.
- Worked independently with minimal supervision while maintaining a high degree of accountability.