

# Mathew Bryndza

## IT Help Desk Intern - DSHS

Roy, WA - Email me on Indeed: [indeed.com/r/Mathew-Bryndza/dc50795108380581](https://www.indeed.com/r/Mathew-Bryndza/dc50795108380581)

Professional, reliable, technician seeking a position with increased responsibilities and opportunity for growth that will allow me to utilize my personal and professional experience to contribute to company goals while establishing effective customer service.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### IT Technician

The Point Casino and Hotel - Kingston, WA -

September 2017 to Present

- Provide first level contact and conveyed resolutions to customers
- Responsible for imaging and setting up office computers,
- Communicate effectively with staff members as well as customers daily
- Troubleshoot hardware and software issues for customers
- Reset passwords through Active Directory
- Assist customers in resolving computer issues through in person visits

#### IT Help Desk Intern

DSHS - Lacey, WA -

January 2017 to September 2017

- Provide first level contact and conveyed resolutions to customers
- Responsible for setting up office computers, laptops, tablets, and troubleshooting computer hardware issues
- Communicate effectively with staff members as well as customers daily
- Troubleshoot Microsoft Office products for customers
- Image Computers for customers
- Reset passwords through Active Directory
- Install software for customers
- Assisted customers in resolving computer issues through phone calls, in person visits, and through remote desktop.
- Troubleshoot custom software
- Utilize Spiceworks ticketing system to resolve tickets for customers

#### Tank Commander

United States Army - Fort Irwin, CA -

2004 to 2013

- Assessed risks to mitigate potential consequences of incidents and develop a plan to respond to incidents.

- Cultivated teamwork and professional attitude while serving as a shift manager in the Company's Operation Center.
- Assisted senior leadership in developing of operation strategies in dozens of operations.
- Communicated effectively with diverse groups; efficiently managed diverse workforces resulting in all assigned tasks being completed above the Company standard.
- Monitored and ensured a sound, ethical environment.
- Planned, directed, and coordinated security activities to safeguard company assets, employees, guests, or others on company property.
- Answered telephone calls to take messages, answer questions, and provide information during business and non-business hours.

## EDUCATION

### **AAS in computers**

South Puget Sound Community College - Olympia, WA

2015 to 2017

### **General Studies**

University of Phoenix - Tukwila, WA

2013 to 2015

## CERTIFICATIONS/LICENSES

### **CompTIA A+**

June 2017 to June 2020

Entry level certification for IT support.

## ADDITIONAL INFORMATION

- Excellent computer applications experience
- Intermediate networking experience and skills
- Proficient with meeting deadlines and accomplishing objectives
- Establish exceptional customer service with all clientele
- Highly organized, dependable, and thorough employee