

Mathew Fonteyne

Technical Support Specialist

Rye, NH • [Email](#) • [LinkedIn](#) • [Github](#)

PROFESSIONAL SUMMARY

Certified IT professional with extensive help desk experience in hardware, software, and network troubleshooting. Leveraging a background in full-stack development, I deliver effective technical solutions while prioritizing customer satisfaction. Committed to enhancing system performance and user experience through proactive problem-solving and exceptional service.

EXPERIENCE

VLACS - VIRTUAL LEARNING ACADEMY CHARTER SCHOOL

IT Support Specialist

2024 - PRESENT

- Deliver exceptional customer service by providing timely technical support to students, parents/guardians, and faculty, ensuring seamless access to online learning resources.
- Manage and resolve 20-40 daily support requests through Salesforce, addressing issues with the Student Information System (SIS) and Learning Management System (LMS).
- Troubleshoot hardware, software, and network problems, ensuring quick resolutions and minimal disruption to the user experience.

Highlight Skills: Salesforce, IT Support, SIS, LMS, Customer Service, Remote Training, Troubleshooting, Ticketing Systems

UPRIGHT EDUCATION

Full-Stack Developer

2023

- Conceptualized, designed, and developed a dynamic Flashcard App using the MERN stack to enhance learning efficiency.
- Implemented backend architecture using Node.js and Express.js to create RESTful APIs.
- Developed the front-end interface using React, ensuring a smooth user experience.
- Designed a scalable database schema with MongoDB to store user-generated flashcards securely.

Highlight Skills: MERN Stack, RESTful APIs, Frontend Development, Backend Development, MongoDB

ATLANTIC GRILL

Bartender

2016-2021

- Provided excellent customer service in a fast-paced environment, ensuring customer satisfaction.
- Managed bar inventory and supplies, maintaining accurate records and restocking as needed.
- Developed and served a variety of cocktails and beverages, enhancing the guest experience.
- Trained and supervised new staff, fostering a collaborative and efficient team environment.

Highlight Skills: Customer Service, Inventory Management, Team Leadership, Beverage Preparation

EDUCATION

BURLINGTON CODE ACADEMY

Software Development

2023