

Matthew Estin Barrett

[854 Stoney Ridge Rd.] | [North Tazewell, VA 24630] | [276-971-8343] | [mattestin@gmail.com]

SUMMARY

Motivated IT support technician seeking a new position in a dynamic, growth-oriented company focused on cultivating exceptional customer experience, support and a positive work environment. With experience in several languages at basic levels, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new network architecture component selection and implementation, earning leading industry certifications, and driving the achievement of departmental goals.

EDUCATION

Formal Education

- Western Governor's University
Software Development – Est. Graduation **Nov 2022**
- Keiser University – Tampa, FL
AA Business Administration **March 2016**

Certifications

- Udacity Java Programming Nanodegree (Est Jan 2022)
- CompTIA A+ (October 2020)
- CIW Advanced HTML5 and CSS3 Specialist (March 2020)
- CIW Site Development Associate (March 2019)
- CIW User Interface Design (March 2019)

EXPERIENCE & SKILLS

General Experience

- Experience in Java, Javascript, HTML, CSS, PHP
- Experienced in working with: Windows Vista, 7, 8, 10 | Mac OS | Linux | Amahi, Fedora | Windows Server | Microsoft Office
- Building, repairing, maintaining and upgrading computer hardware components
- Installation of software and virtual machines
- Network and network device troubleshooting and diagnostics
- Detail oriented, technical details, following established processes and troubleshooting methods
- Documenting actions and resolutions within helpdesk tickets and troubleshooting logs
- Time management and the ability to follow-through and react quickly to situations

Professional Experience

[Sept 2019] – [Current]

Office and Technology Manager at Professional Collision Auto Body and Paint

[3626 W. Market St. Johnson City, TN 37604 || 423-491-8136]

Built, repaired, maintained and upgraded computer systems. Expansion of the network, network devices, access points, security and surveillance, website development and server implementation. Customer Service and working within a team

[March 2016] – [August 2019]

Owner of Estin Ink [854 Stoney Ridge Rd. North Tazewell, VA 24630]

Planning and development of business plan and operations. Implemented networks and network devices, print and media server, e-commerce website and maintained various types of printers, scanners and other media. Customer Service and working within a team