

# Matthew J. Smith

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## PROFESSIONAL EXPERIENCE

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### Founder, LEET

St. Catharines, ON | April 2021 – September 2022

- LEET helps clients develop better emotional skills while reducing symptoms of mental illness.
- As a sole proprietor, I oversaw the direct relationship with clients, operations, and fundraising.
  - Long-standing relationships with clients; several have been participating since early establishment.
  - Offer assistance to clients facing large ranges of mental illnesses.
- By spending time with clients and building trust and communication, I assist clients by assessing situations and working with them to understand and potentially overcome the scenario.
- Mental health symptom mitigation is a key focus throughout the relationship with a client.
- Maintained a 95% resolution rate by addressing issues promptly and efficiently.
- Decreased escalations by 15% through timely issue escalation and resolution.
- Improved user satisfaction by 20% through effective communication regarding incident and request progress.

### Driver/Setup Lead, Niagara Inflatables & Games

St. Catharines, ON | May 2019 – February 2020

- Delivery, setup, and tear down of inflatables, games, and food to offer a safe and enjoyable experience.
- Took pride in most earned 5-star reviews from client feedback regarding crew setup and performance.
- Introduced inventory management systems, cutting equipment loss by 15% and saving \$10,000 annually.
- My key role was managing fellow staff during setup, tear down, and training new hires.
- Addressed technical inquiries on-site, achieving a 98% positive feedback score.
- Trained setup teams, ensuring correct equipment installation and maintaining zero safety incidents.
- Optimized event logistics, increasing efficiency by 25% and reducing setup time by 20%.

### Shift Manager, McDonald's

Aurora, ON | June 2014 – June 2015

- Supervised daily operations, enhancing POS system functionality and increasing transaction efficiency by 10%.
- Resolved technical issues promptly, achieving a 90% customer satisfaction rate.
- Developed innovative training protocols, reducing errors by 15% and improving service quality.
- Hired and trained new employees, reducing staff turnover by 25%.
- Streamlined shift schedules, boosting team productivity by 20%.

## EDUCATION & CERTIFICATION

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- **Higher Certificate in Information Systems (Cyber Security)**, Eduvos, April 2024
- **CompTIA Security+ ce**, December 2023
- **CompTIA Network+ ce**, September 2023
- **CompTIA A+ ce**, July 2023

## SKILLS

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| ▪ <b>Technical Support:</b> Remote user assistance, complex issue resolution.       | ▪ <b>Collaboration:</b> Training, mentoring, clear communication, team needs assessment.       |
| ▪ <b>Desktop Infrastructure:</b> Designing, deploying, managing desktop systems.    | ▪ <b>Project Management:</b> Deadline adherence, strategic planning, multi-project management. |
| ▪ <b>Networking:</b> TCP/IP, DNS, DHCP, VPN, network troubleshooting.               | ▪ <b>Documentation:</b> Maintaining system configurations, updating IT policies.               |
| ▪ <b>Hardware Deployment:</b> Efficient hardware setup and distribution.            | ▪ <b>Problem Solving:</b> Analytical thinking, practical solutions.                            |
| ▪ <b>System Optimization:</b> Workflow improvements, automation, integration tools. | ▪ <b>Professional Qualities:</b> Adaptability, ingenuity, mastery.                             |
| ▪ <b>Security:</b> Risk prevention, proactive oversight, threat response.           |                                                                                                |