MATTHEW CUE

Los Angeles, CA | 732-740-1939 | mcue98@gmail.com

PROFESSIONAL SUMMARY

Entry-level IT professional with hands-on experience providing front-line technical and user support in high-volume environments. Skilled in troubleshooting hardware, software, and POS systems; resolving service issues efficiently; and collaborating with technical teams. Passionate about delivering user-centered support aligned with AHF's mission of service and advocacy.

TECHNICAL SKILLS

IT Support & Systems: End User Support, Help Desk Operations, Troubleshooting, Incident Resolution, Ticket Documentation, SLA Awareness
Hardware & Devices: Desktops, Laptops, POS Systems, Mobile Devices, Peripherals, Payment Terminals
Software & Platforms: Windows, macOS, Microsoft Office Suite, POS Applications
Programming & Databases: C, Java, JavaScript, HTML, CSS, SQL, MySQL

PROFESSIONAL EXPERIENCE

Whole Foods Market | Team Member

Jan 2025 - Present
- Provided front-line support by resolving system, POS, and operational issues impacting daily service.
- Troubleshot transaction errors and device issues to minimize service disruptions.
- Documented issues and collaborated with supervisors to escalate recurring technical problems.
- Supported workflow improvements through effective communication and problem resolution.

Universal Studios Hollywood | Food & Beverage Associate (Seasonal)

Aug 2024 - Dec 2024
- Delivered technical and customer support for POS systems, digital payments, and peripheral devices.
- Diagnosed and resolved software and transaction errors under high-volume conditions.
- Ensured timely resolution of incidents in accordance with operational standards.
- Maintained accurate records of system-related issues.

Publix | Customer Service Associate

Jan 2023 - Aug 2024
- Provided end-user support for customers and team members on POS and transaction systems.
- Resolved hardware, software, and payment issues while maintaining 99% transaction accuracy.
- Collaborated with team leads to escalate unresolved issues and improve service procedures.
- Trained new associates on systems usage and troubleshooting basics.

EDUCATION

Bachelor of Science in Information Technology
University of Central Florida | 2023