

# Matthew Baranich

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<https://github.com/mbaranich>

12860 28 Mile Road – Washington Township, MI 48094

## SUMMARY

IT professional with 8 years' experience seeking further opportunity. Studying software development to advance the challenges in my career. Proven decision-making with a record of procedural compliance, process management and operational skills.

## TECHNICAL SKILLS

Systems Development Life Cycle, JavaScript, HTML5, CSS, SCSS, Typescript, ReactJS, NodeJS, C#, ASP.Net, SQL Database, APIs, Git, Visual Basic for Applications, Python, Asset Management, Information Security, Active Directory, Networking, PC Hardware Diagnostics, MS Office

## WORK EXPERIENCE

<i>Data System Services</i>	Quality Assurance Analyst	06.2017 - Present
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Focus on gathering requirements, development review, through deployment into user acceptance. Manages tickets throughout the ticket lifecycle. Perform insert and delete statements completing maintenance requests. Assigning and prioritizing requests with the Software Development team to ensure that the user's requirements are satisfied. Identify, design and implement improvements to existing systems.

<i>Data System Services</i>	Tier III Helpdesk Trainer/Auditor	01.2016 – 06.2017
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Responsible for training new hires into the Help Desk. Managed live ticket audits for lower level support. Implemented formal processes and procedures that based from help desk technician performance. Responsible for creating training content for existing employees often presented in a classroom type environment.

<i>Central Transport - Data System Services</i>	Tier II Helpdesk Operations	04.2014 – 01.2016
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Monitored server processes noting job failures and any abnormal activity regarding run times. Ensured that the companies' technical systems were running without issue: including swipe readers, email, fax, intranet, remote desktop applications, public and secure webpages. Responsible for resolving escalated issues from lower-level support in a timely and efficient manner, providing cost effective support by limiting down time.

<i>Central Transport</i>	Tier I Helpdesk Call Center	12.2013 – 04.2014
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Worked in a high-volume 24/7 technical call center. Showed ability to diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues with a focus on quality over quantity. Including management of over 5000 assets including PC hardware and Motorola mobile handheld computers.

## EDUCATION

Macomb Community College	C# Programming with ASP.Net Certificate	2020
Macomb Community College	Information Technology Associate Of Applied Science	2015 – 2018
Career Preparation Center	Computer Information Systems	2009 -2011
Sterling Heights High School	Diploma in General Studies	2007 -2011