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# Matthew McSpadden

## Computer Science Student

6540 N Black Canyon Hwy. Lot 39  
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(870) 283-1861  
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## SKILLS

Python, HTML5, CSS, Microsoft Exchange/Active Directory  
Entry-Level Powershell/Javascript/MySQL/Flask  
Documentation, Task Prioritization, Detail Oriented  
Remote Phone and Email Troubleshooting/Resolution  
Photoshop, Non-Technical Spanish, Cryptocurrency Enthusiast

## PROJECTS

**MoonFinder** - Reserves a first-class seat to the moon

- <https://github.com/mcspadden/MoonFinder>

**Sol** - Utility for future Martian explorers

- <https://github.com/mcspadden/sol>

**Methodical** - Personal Documentation System

- <https://github.com/mcspadden/methodical>

## EXPERIENCE

**Onsite Technical Services, Phoenix AZ** - *HelpDesk Technician*

AUG 2017 - PRESENT

- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information

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- Pass on any feedback or suggestions by customers to the appropriate internal team
  - Identify and suggest possible improvements on procedures

**MegaByte Computer Center, Rogers AR** - *Bench/iOS Technician*

OCT 2016 - JULY 2017

- Analyze and resolve issues with computers/tablets/cell phones
- Configure Microsoft Deployment Toolkit
- Repair/Diagnose/Image/Build Windows devices for clientele
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Repair/Diagnose/Sell Apple Products
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures

## EDUCATION

**Grand Canyon University, Phoenix AZ** - *Computer Science Degree*

AUG 2017 - MAY 2021

Studying for my Computer Science degree at GCU.

**Siloam Springs High School, Northwest AR** - *High School Diploma*

AUG 2012 - MAY 2016

I graduated from SSHS, earning a high school diploma.

## AWARDS

**National Academy of Future Science and Technology Leaders Award of Excellence Nominee (2014)**

**National Youth Leadership Forum: Business Innovation - 8 Days to Startup Nominee (2015)**

**7A/6A Central Baseball All Conference (AR, 2015)**