
Matthew McSpadden

Computer Science Student

NorthWest Arkansas
email@mcspadden.me

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>

pwd - Python Password Generator

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

EXPERIENCE

Onsite Technical Services, Phoenix AZ - *HelpDesk Technician*

AUG 2017 - JUNE 2018

- 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
- 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

Sophomore for CS 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)