



Matthew McSpadden

NorthWest Arkansas
email@mcspadden.me

Profile

Learning software developer interested in making humans interplanetary

Experience

IOS ADVISOR - APPLE, TRANSCOM, DENVER, CO, SEP 2018 - PRESENT

- Passed Apple's iOS T1 Technical Exam
- Analyze and resolve issues with iOS devices
- Utilize iLog to document accurate information
- 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 Apple products or services
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures

HELP DESK TECHNICIAN, ONSITE TECHNICAL SERVICES, PHOENIX, AZ, 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

IOS TECHNICIAN, MEGABYTE COMPUTER CENTER, ROGERS, AR, OCT 2016 - JULY 2017

- Analyze and resolve issues with computers/tablets/cell phones
- Perform hardware repairs on iOS devices
- 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 Programming, May 2021

Skills

iOS, macOS, iLog, 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

Projects

MoonFinder - Reserves a first-class seat to the moon

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

pwd - Python Password Generator

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