

MATTHEW MILES

Cell: 502.822.8709 | Email: milesm427@gmail.com

[linked-in.com/in/matthew-miles-code-louisville](https://www.linkedin.com/in/matthew-miles-code-louisville) | <https://github.com/milesmgit/Matthew-Miles->

Skills Summary

- Systems: Mac OS; Windows
- Google IT Support Professional

Education

Code Louisville - Louisville, KY

Graduate of the Front and Back End Junior Development Tracks (3) Cohorts

- Front End Web Development : JavaScript; CSS; HTML
- Back End Web Development : C#; .NET; MVC Design Pattern; SQL Database

Louisville Skills as Taught by General Assembly - Louisville, KY

Graduate of the Front and Back End Junior Development Tracks (3) Cohorts

- Front End Web Development : JavaScript; CSS; HTML; React; Bootstrap
- Back End Web Development : JavaScript; NodeJS

Spalding University - Louisville, KY

Bachelor's Science Business Administration, Graduate, G.P.A 3.34/4.0

- Dean's List Honors Student of Spalding University's Business Administration Program

Work Experience

Interapt/Humana IT Support Services - Telecom Triage - 12/26/2019

- Categorized issues concerning various call issues
- Researched and provided documentation to groups so that these issues were resolved
- Supported Humana's ability to provide consistent communication/service to its members/employees

Interapt/Humana - Louisville, KY - Specialist; CSS Analyst - IT Ops - Escalation - 3/06/2020

- Resolved issues that were outstanding for several months by being vigilant and determined
- Used the incident summary line search effectively so that similar past issues/resolutions could be researched
- Advised second-level support of earlier incident resolutions so that a difficult ticket could be resolved
- Reviewed tickets no longer under my responsibility for accuracy and directed them to the proper support groups
- Responsible for ticket sweeps - ensuring that issues were categorized properly
- Created Ambush Messages - Informing Users that Humana was aware of their issue
- Liaison between Major Incident and CSS - communicated reported Major Incident proposals

Interapt - Louisville, KY

- Software Engineering Apprentice (Java; Android)

Tech Louisville - Mentor

- Mentored students as they earned the Google IT Support Professional Certification

