# Michael Matthews

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## Objective

To find a position with a company where I can utilize the skillset I have acquired as well as grow and expand my technical knowledge. The courses I've completed to obtain my Bachelor's degree in addition to my independent study and work have taught me how to write good code. I am also excellent at organizing and managing projects as well as looking at situations and being able to identify and solve problems in all aspects of a company where technology is involved.

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## Skills

**Software**
C#, .NET, XAML, SQL, Java, HTML, PHP, JavaScript, XML, Visual Basic, Photoshop, Microsoft Office and Exchange.

**Operating Systems**
Windows 10, Windows 8, Windows 7, Windows XP, Linux, Windows Server 2016, Windows Server 2012, Windows Server 2008, Active Directory environments.

**Hardware**
All types of PC, Laptop, and Server hardware. Management of routers, switches, and cabling. Security systems including alarms and digital surveillance.

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## Education

Bachelor of Science, Information Technology, Middle Georgia State College, 2017
Graduated Cum Laude, Dean's List Scholar, 3.5 GPA

## Certifications

Management and Strategy Institute – Lean Six Sigma White Belt Certified (LSSWB)™

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## Relevant Experience

First Financial Bank, Cincinnati, OH      04/07-present
Support Desk Technician II

- Assisted Helpdesk staff with technical support of desktop computers, applications and related technology
- Resolved work orders that had been escalated by tier I technicians
- Ensured desktop computers interconnected seamlessly with diverse systems including associated Jack Henry Application Suite, Corporate Domain architecture, email servers, computer/network systems, application servers and administrative systems.
- Diagnosed a wide range of issues regarding smartphones and Exchange Server integration.
- Operated independently to handle event management escalations and coordinated Conference Bridge during system wide events.
- Configured printers and multi-function devices on network in multi user environment.
- Worked with procurement staff to purchase hardware and software.


NCS Group, Memphis TN                                          10/06-04/07
Contractor

- Performed contract work for First Financial Bank.  Performed same duties at First Financial Bank as listed above.

Cha-Ching POS, New Orleans, LA                                       10/05 – 7/06
Field Technician

- Installed Point of Sale systems in restaurants and bars in the New Orleans area. Networks ranged from single terminals to WANs combining multiple locations to facilitate bookkeeping and menu changes for each store. Hardware ranged from off the shelf Dell PC's to All-in-one Posiflex terminals specifically designed for POS use.
- Provided initial programming for each site tailored to their specific needs. Trained managers how to add menu items, change prices, and add employees as needed.
- Implemented security cameras and DVR computers with internet access so owners and managers could remotely monitor activities
- Installed Panasonic KX-TA824 phone system with TVA-50 voicemail unit
- Ran necessary cables, including CAT-5e, RJ-59, and RJ-45

Dr. David John Yeh, MD, LLC, New Orleans, LA                    8/03 – 9/05
Consultant


- Installed and maintained office network for a top neurosurgeon in the city. All patient records were stored on the network to provide a "paperless" office with VPN access for the doctor from anywhere with an internet connection.
- Designed a HIPPA-compliant email solution to ease communication between doctor and assistants
- Implemented automatic backups to local and internet servers to assure safety of critical patient data
- Maintained phone system with voicemail which redirected calls to cell phones as needed
- Began deployment of additional office that was connected to main office as company grew. Both the incomplete Slidell office and main office abandoned after Hurricane Katrina

- Updated corporate website as needed