

Matthew S. Robertson

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Summary

I am currently working full-time in the field of mental health and have years of experience working with technology. I am looking to transition into a career that accommodates my interests in the IT field. I have a wealth of knowledge in the field, including but not limited to, electronic repair, networking, programming, and web development.

Work Experience

DAYMARK RECOVERY SERVICES / LEXINGTON, NC / HUMAN SERVICE COUNSELOR / JULY 2013 - PRESENT

- Successfully transitioned child/adolescent clients, with behavioral disorders, back into a regular classroom setting
- Increased efficiency of the program by troubleshooting software and hardware issues, reducing the amount of time spent on the phone with technical support
- Set up and designed a new program, with a team, that grew to be the financial backbone of the department
- Encouraged an efficient learning environment through planning and scheduled activities
- Demonstrated positive growth that was recognized by being promoted from associate professional to qualified professional after two years
- Familiar with establishing remote desktop, networking, and shared storage through daily usage

CPR CELL PHONE REPAIR / HIGH POINT, NC / LEAD TECHNICIAN / NOVEMBER 2012 – PRESENT

- Displayed exceptional repair and service skills that was recognized by being promoted to lead technician within three months
- Participated in the development of two new stores by providing technical help in setting up the network, computer systems, software, and security equipment
- Promoted to store manager after one year but stepped down to part-time lead technician after gaining second employment
- Increased revenue and lowered warranty returns through training new and current employees on the latest best practices in repair.
- Performed repairs on electronics, including but not limited to reimaging devices, soldering components, data recovery, and replacing hardware.
- Expanded potential clients by developing new services through self education.

SPRINT / WINSTON SALEM, NC / TECHNICAL CONSULTANT / MARCH 2009 – NOVEMBER 2012

- Troubleshoot and repair cellular devices with network, software and hardware problems
- Raised customer experience scores by maintaining and setting up new interactive displays.
- Recognized several times, throughout the district, for the highest repair numbers and lowest returning issues
- Customer retention and maintain account services

BEST BUY / WINSTON SALEM, NC / SALES CONSULTANT / JUNE 2007 – MARCH 2009

- Sold personal computers and hardware
- Received several awards for highest sales
- Responsible for daily sales quota of computer services

Education

BACHELOR OF ARTS IN PSYCHOLOGY / GREENSBORO, NC / MAY 2012

University of North Carolina at Greensboro

Technical Skills

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Proficient troubleshooting and diagnosing issues with electronic hardware and software
- Experience working with several programming languages and frameworks (HTML, CSS, JavaScript, etc.)
- Front End Development Certificate – Free Code Camp
- Proficient in multiple operating systems (Windows, Mac OSX)
- Proficient in repairing small electronics including soldering onboard components
- Experience with design and developing websites and web apps
- Portfolio at mrmatt1877.github.io