

Matthew Weston

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Objective

Obtain an internship in software programming with a special focus on debugging and code optimization

Programming Languages and Skills

C, Java, HTML, CSS, Javascript, Node.js, SQL, Express.js, Mongo, React

Work Experience

Supplemental Instruction Leader

University of Central Florida – Orlando, FL

August 2019 – present

- Lead students in study sessions and discussions about class projects
- Offer tactics to help improve their ability to succeed
- Explain difficult concepts in a way that students can better understand

Senior Technical Support Service Provider

Convergys – Lake Mary, FL

August 2016 – February 2018

- Troubleshoot iOS, MacOS, and watchOS support
- Supported between 10 and 30 callers per day via phone, chat, and email
- Organized appointments to contact callers as needed for further troubleshooting
- Used Terminal whenever necessary
- Guided and empowered lower level advisors
- Customer satisfaction rate was greater than 90%

Enrolled Agent/Tax Preparer

Jackson Hewitt Tax Services - DeLand, FL

January 2016 to April 2016

- Obtained accurate tax returns for clients
- Answered phone calls and responded to inquiries
- Made calls to reach out to potential clients while explaining product offers

Education

Bachelor's in Computer Science

August 2019 – Fall 2021

4.0 GPA

University of Central Florida - Orlando, FL

- Includes minor in Network and System security and a course in leadership in Engineering

Associates in Network Administration/Hardware

July 2015 – August 2016

3.9 GPA

Florida Technical College - DeLand, FL