MATTHEW JUN

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SUMMARY

User Experience-focused IT professional with 4 + years solving hardware, software, and network issues in fast-paced business and academic environments.
• Resolved over 2k service-desk tickets across Windows, macOS, and Chromebook devices, sustaining a 95% first-call-resolution rate.
• Experienced imaging & deploying fleets of PCs and mobile devices, maintaining accurate asset records.
• Broad hands-on skills across full-stack development, help-desk support, data tooling and cloud-based DevOps.

EXPERIENCE

Konami Digital Entertainment Inc.   **Hawthorne, CA**
Full stack Developer (KDE-us)   **July 2025 - Present**
- Hardened the PHP/Laravel codebase—replaced raw SQL with Eloquent/Query Builder, centralized input validation, and enforced CSRF/HTTPS/HSTS—removing SQL-injection vectors and closing 6 security findings.
- Built the PR site for upcoming game launches (press kits, release pages, asset/ CDN pipeline) with SEO + analytics, improving editor workflows and page load by 10%.
- Administered the product catalog in the backend—updating items/assets/copy, generating weekly change reports, coordinating approvals across Sales/PR/Legal, and executing staged deployments with release notes.
- Refactored legacy Vue/Nuxt modules into a React architecture (componentized UI, shared utilities), reducing bundle size 12% and improving maintainability/onboarding speed 20%.

JSL Benefits   **Walnut, CA**
Web Developer / IT Specialist   **Jan 2018 - Jan 2019**
- Resolved **95% of service-desk tickets same-day** for staff via **Zendesk**.
- **Imaged, deployed, and repaired** Windows 10 & macOS laptops/desktops; replaced HDD/RAM and configured network printers.
- **Troubleshoot LAN/WAN faults** (TCP/IP, VLANs, Wi-Fi) and restored connectivity, cutting downtime 30 %.
- Wrote 20 + knowledge-base articles and maintained an accurate **asset inventory** for hardware & software.

Additional Experience

First Step Learning   **Huntington Beach, CA**
Behavioral Therapist   **Oct 2024 – present**
- Perform detailed behavioral data analysis to inform treatment strategies and measure intervention effectiveness.
- Identify trends and patterns in client behaviors, using insights to guide evidence-based therapy decisions.
- Collected and synthesized qualitative and quantitative data to track client progress and optimize therapeutic outcomes.
- Conduct continuous assessments to evaluate the impact of behavioral interventions, making data-informed adjustments as needed.

EDUCATION

Cal State Fullerton   **Fullerton, CA**
B.S in Computer Science 2023-2024   Completed

Skills

• Programming Languages: Python · R · C · C++ · JavaScript · TypeScript · Java · Swift · C# · GDScript · x86 Assembly · HTML5 · CSS3 · SCSS · PHP
• Frameworks & Libraries: React · React Native · Vue · Nuxt · Angular · Pandas · Matplotlib
• Architecture & Patterns: MVC · OOP · SOLID · UML · RESTful API design & integration
• Data Management: SQL · MySQL · PostgreSQL · Microsoft SQL Server · Google BigQuery
• DevOps & Cloud: AWS · Amazon S3 · Google Cloud Platform · Microsoft Azure · Firebase · CI/CD pipelines
• Operating Systems & MDM: Windows 10/11 · macOS · ChromeOS · Linux · iOS/iPadOS · Google Admin Console
• Tools & Platforms:
  – Networking & Security: TCP/IP · DNS · DHCP · VLAN · Wi-Fi troubleshooting · Cisco IOS · Kali Linux · Wireshark · Metasploit · Gpg4win/Kleopatra · SSH · PuTTY
  – Virtualization & Containers: VirtualBox · Docker
  – Collaboration & Versioning: Git · GitHub · Jira · Notion
  – Office & Analytics: Microsoft Excel · Google Sheets · Tableau · Alteryx · Jupyter Notebook
• ITSM: Jira Service Management · Zendesk
• Methods & Other: Agile/Scrum · Cybersecurity fundamentals · iOS app development · Mentoring
• Languages: English · Korean
• Certifications: Google Data Analytics · Alteryx · CompTIA A+ (in progress) · Cisco CCNP (in progress)