

# Matthew Carman

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Graduate of an intensive IT support program where I am recently became an IT Support Professional with over 10 years of organizational and customer service experience.

## RELEVANT SKILLS

- Microsoft Office 365 • Technical Support & Troubleshooting IT • Spiceworks
- User Training & Support • Windows OS & Linux OS • Software Installation & Configuration
- Customer Service • Communication Skills • Time Management • Organizational skills

## EDUCATION

### Merit America

08/2022

#### Google IT Support Professional Certificate

- Skill development includes **troubleshooting, customer service, networking, operating systems, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; aligns with the objectives covered by the newly updated CompTIA A+ certification

#### Additional Skill Development

- Completed hands-on coursework covering **Microsoft 365, Excel, Windows 10, ServiceNow** ticketing system, **fundamental cloud concepts**, and PC maintenance and performance

### Niagara University

Lewiston, NY

09/2013 - 05/2015

Associated Coursework: Marketing, Business Administration, Computers 101 etc. 60 Credits.

### Highschool Diploma

Westwood Highschool, Washington TWP, NJ

## PROFESSIONAL EXPERIENCE

### Operations Specialist (PT) • OLV Charities, Salamanca, NY

02/2020 - Current

- Maintain safe community grounds by ensuring safety and sanitary standards of over 10 buildings on campus.
- Improve guest satisfaction by effectively resolving customer issues for up to 100 guests per weekend.
- Ensure there was an adequate amount of supplies for the 10 buildings on campus.
- Serve as liaison to management to ensure that multiple departments are running according to standards.

### Direct Support Professional • Aspire of WNY, Fredonia, NY

01/2019 - 07/2019

- Assisted residents with their daily needs in a group home setting with developmentally disabled people
- Dispersed medicine on time and in the correct way according to the procedures
- Completed all necessary paperwork in a timely fashion according to company policy
- Maintained communication with residents, family members and others in the organization

### Deli/Produce Clerk • Tuscany Fresh Meats and Deli, Fredonia, NY

02/2016 - 11/2018

- Ensured that both the produce and deli departments were fully stocked and fresh, ready for customer consumption
- Executed 100-150 sandwich orders per shift, filling customer orders swiftly and efficiently
- Troubleshooted customer issues as it pertained to deli orders, resolving questions about products, serving size etc.
- Maintained excellent customer service, was sought out regularly by customers for my ability to fulfill their needs