

MATTHEW GUTKIN

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Engaged, inquisitive and enterprising student enrolled in University of Pittsburgh's Bachelor of Science program with a passion for hands-on experience gained through corporate, entrepreneurial, and freelance technology work and projects. A technically savvy information science major recognized for being dependable, effective communication and problem-solving skills, looking to learn, innovate and influence.

Strengths & Technical Skills

IT Troubleshooting & Problem-Solving • On-site & Remote Technical Support • Customer Service • Collaboration
Interpersonal Skills • Teamwork • Self-starter • Time & Project Management • Analytical Thinking • Web Development
Database Administration • Server Management • SharePoint • Cisco Meraki • Java • HTML/PHP • APIs

Education

University of Pittsburgh, PA

Bachelor of Science in Information Science; Minor in Computer Science, expected May 2023

- *Outside the Classroom Curriculum (OCC) Honor Society, August 2021 - Present*

Leadership

Zeta Beta Tau Fraternity, Beta Phi Chapter President

January 2020 - Present

Oversee chapter operations including organized efforts for brotherhood, recruitment, finances, campus events and presence, community involvement, philanthropy and an on-going commitment to diversity, inclusion, and acceptance.

Professional Experience

UNIVERSITY OF PITTSBURGH | Pittsburgh, PA

May 2021 - Present

Technology Help Desk Consultant

- Serve as primary point of contact in fast-paced environment for student, faculty, and staff-related IT support issues.
- Resolve general issues for PC Endpoints, Multifactor Authentication, ISEs, networking and other more advanced pieces of infrastructure.
- Provide technical expertise and successfully resolve 88% of device, software, and network calls without escalation.
- Respond to more than 40 calls and 50+ emails daily, log and track ticket status, manage end-user accounts and collaborate with co-workers and supervisor.

HOSTBELLY | Basking Ridge, NJ

May 2015 - Present

Systems Administrator & Sales, Support Specialist

- Launched freelance service to provide on-site and remote personalized system network administration, diagnostic performance analysis and resolution for 30+ clients.
- Identify and resolve systemic issues; execute software installations, upgrades, and service; facilitate hardware solutions and guide clients to self-support tools. Update active directory and password resets. Install and restore system security, virus protection software and troubleshoot peripheral issues. Optimize backup and recovery actions.
- Supply technical and non-technical client support during testing, training, system enhancements or on-going service.
- Achieved 14% year-over-year growth based on client satisfaction and referrals; existing, repeat, and new business.

KINGS FOOD MARKETS | Parsippany, NJ

May 2019 - August 2020

Junior IT Administrator (Seasonal)

- Delivered help desk IT phone and support services to end users at 35+ locations for New Jersey based regional grocery store, including troubleshooting, optimization, server support and customer service. Administered active directory user accounts, multi-factor authentication, group membership and permissions for new and live employees.
- Successfully resolved hardware and capability issues, and closed network and device trouble tickets 25% faster than other support team members. Recognized for demonstrating patience, strong listening, and problem-solving skills.
- Improved network capabilities by 12% after installing upgraded POS stations, backroom networking systems and enhanced connectivity networking configurations during a company-wide initiative.

SOUTH AVE ENTERPRISES | Plainfield, NJ

July 2015 - December 2019

Office Assistant

- Developed, designed, and managed company website and network infrastructure for paper company.
- Maintained enterprise systems, replaced broken hardware, updated software, and installed security patches.
- Generated inventory tracking system and workload calendar; effectively communicated with owner and customers.