

# MATTHEW GUTKIN

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## Profile

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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

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IT Troubleshooting & Problem-Solving • Onsite & Remote Technical Support • Customer Service • Communication  
Collaboration • Teamwork • Self-starter • Time Management • Interpersonal Skills • Analytical Thinking  
Project Management • Cisco Meraki • Database Administration • Server Management • Website Development  
SharePoint • LAN & WAN • Java • C++ • HTML/CSS/JS/PHP • APIs

## Education

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University of Pittsburgh, PA

*Bachelor of Science in Information Science, Minor in Computer Science Minor, Expected, May 2023*

## Professional Experience

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**KINGS FOOD MARKETS | Parsippany, NJ**

**May 2019 - August 2020**

*Junior IT Administrator (Seasonal Internship)*

- Delivered help desk IT phone and support services to end-users at 35+ locations for a New Jersey based regional grocery store, including troubleshooting, optimization, server support and customer service.
- Successfully closed network and device trouble tickets 25% faster than other support team members. Recognized for demonstrating patience, strong listening and problem-solving skills.
- Supplied remote and on-site technical support, hardware performance, network connectivity and software update for total fleet. Utilized knowledge of coding, debugging and integration testing.
- Administered active directory user accounts, multi-factor authentication, group membership and permissions for new hires, corporate and field employees.
- Improved network capabilities by 12% after installing upgraded POS stations, backroom networking systems and enhanced connectivity network configurations during a company-wide initiative.

**SELF-EMPLOYED | Basking Ridge, NJ**

**May 2015 - Present**

*Freelance Web Developer & Support Specialist*

- Provide and upgrade self-maintained web and mail server for private client use.
- Launched freelance service to fulfill web development and maintenance work for clients.
- Optimize website operations, technical changes and functional enhancements for end-users.
- Organize introductory and ongoing meetings via online, phone and in-person. Acknowledged for response time, effective solutions, productivity and client satisfaction.

**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, workload calendar and customer call log.
- Effectively communicated with customers through email, telephone and face-to-face.