

Matthew Bedford

Work Resume

2230 S Laramie Avenue #7 - Cicero II - 60804
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Objective:

Full-time and career position in Information Technology, Web Design, or technology-related fields. Salary needs: \$45k/yr.

Experience:

IT Service Desk Analyst | ACS Incorporated | April 2007 - July 2009

Role: 1st and 2nd level support for users of McDonalds corporate hardware, business applications, accounts, and services.

Experience: 2+ years phone and email support. Verbal and written communication with users and teams. Support documentation.

Skills: Lotus Notes R6 and R7 and Domino, Microsoft SMS, Outlook/Exchange, Pocket PC, Blackberry, Crystal Reports, Active Directory,.

Feedback: "Excellent help and very patient with my limited knowledge of computers"

"He had to give me news I didn't want to hear, but he was VERY good about it."

"I couldn't even describe what I was trying to do. He effectively worked verbally with me until he understood. Once he understood the issue it was resolved in a matter of seconds."

Service Technician A+ Certified | Fry's Electronics | March 2005 - December 2006

Role: Build, maintenance, repair, and support of computer hardware and software. Configuration and support of home networks.

Experience: 1-1/2 years computer repair on all types of hardware and software. Customer interaction over-the-counter and in-home

Skills: Very wide range of hardware and software diagnosis in a high-energy, high-pressure environment. Received A+ certification.

Direct customer interaction in face-to-face consultation over the service counter.

IT Support Technician | Institute in Basic Life Principles | June 2003 - December 2004

Role: Primary support, maintenance, and repair responsibility for over 200 PCs and Apples, both on-site and remote.

Experience: 1-1/2 years supporting Windows 95, 98, 2000, and XP, Outlook/Exchange. Developed automated deployment batch scripts. Then developed rapid deployment images and used slipstreaming processes to keep these up to date.

Skills: Increase IT value maintaining beyond lifecycle, automated system deployment by script and image, network installation.

Feedback: "When helping he is one that educates the end user while fixing the problem thus helping prevent future issues and making the person feel involved in the solution. Over and over again I was able to observe his excellent troubleshooting skills and his ability to think through a problem. He also demonstrated exceptional research skills when looking in new technologies or finding what others have done to fix certain issues."

Education

California State University Sacramento | 2002 – 2006

Completed 45 units in concentration towards BA in Business Administration.

Classes in Business Communication, Organizational Behavior, Accounting etc.

Woodland Community College | 1998 – 2002

Associates of Arts Degree, General Studies - 3 times Dean's List achiever.

Classes in Programming C and Visual Basic and communications.

References

Kim Pondelicek - ITSD Lead, ACS Inc	630 472 8444	Matthew Holt - Former Director IS, IBLP	601 384 4428
Eric Ochoco - ITSD Lead, ACS Inc	630 472 8448	Nathan Stone - Former Assistant Director IS, IBLP	541 255 2590
Patty Butala – HR Manager, ACS Inc	630 218 2986	Tziachue Vahchima - Service Dept Manager, Fry's	916 286 5845