MATTHEW H. KNIGHT

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OBJECTIVE
- A+ Certified Technician with 2+ years of experience in desktop support & computer repair. Seeking to leverage technical and professional expertise to continually grow & become a true asset to the organization.

SUMMARY
- Strong computer troubleshooting, web development, creative thinking, and organizational skills. Ideal independent worker. Eager to work & learn. Solutions-oriented and achieve results with accuracy and precision.

EDUCATION

CompTIA A+ Certification   November 2017
New Horizons Computer Learning Centers, Indianapolis, IN

Bachelor of Arts in Political Science with Minors in History & Information Systems   May 2015
University of Indianapolis, Indianapolis, IN
Graduated Cum Laude with a GPA of 3.57 on a 4.0 scale

Courses included:
Web Design, Visual BASIC, Systems Analysis, Information Systems Management, and Database Design

EXPERIENCE

Freelance IT Support Technician (1099 Contractor)   August-October 2018
Recruiting Firms (in chronological order) = The Go2IT Group (Anthem), Chamberlain Advisors (Caesar's Entertainment).
Clients (in chronological order) = Anthem (August 9-10 2018), Caesars Entertainment (October 10-30 2018),
- Remove old docking stations from workstations and placing them into storage
- Install and test new docking stations
- Install peripherals such as mice, keyboards, & monitors
- Reimage PC's and deploy them to end users
- Install, configure, and test software on reimaged PC's
- Remove & install POS stations & credit card readers
- Other project related duties during scheduled hours as directed by local technician point of contact

INDATA Project at Easter Seals Crossroads   May-October 2016; May-June 2018
Volunteer ReUse Technician (2016); ReUse Technician Internship (2018)
- Use Ultimate Boot CD to install Windows 7 & 10 on donated computers
- Install, configure, and test hardware, software, and security measures on donated computers (Windows 7/10 & Mac OS) to be given out to people with disabilities in the state of Indiana
- Salvage and replace various computer components such as hard drives, dvd-rw drives, graphics cards, and RAM chips
- Perform upgrades and install updates, including operating systems, hardware, and software programs
- Occasionally provide on-site support to customers on issues relating to hardware problems, software programs, operating systems, password resets, LAN components and peripherals
- Troubleshoot and repair computers when problems arise
- Wipe old hard drives for use in donated computers
- Conduct research on data wiping methods (DoD 5220.22-M, CSEC ITSG-06, etc)

Ardagh Group   October 2016-June 2017
IT Support Technician Internship/Contractor
- Use Macrium Reflect to upload system images on to over 200 new laptops for seamless installation of windows 10 operating system
- Migrate personal & company data from old to new laptops for over 200 coworkers
- Configure company's VPN network on new computers with F5 Access application & BIG-IP VPN plugin.
- Setup multi-monitor workstations with Plantronics voyager 5200 headsets and Cisco UC Integration for Microsoft Lync software for maximum productivity at the new office in Fishers, IN
- Change IP addresses for all company printers
- Create documents detailing company processes on the installation of company products and solving various computer problems
- Use Active Directory to create new users & establish group permissions
- Use VMware to create virtual machines

- Use BMC Remedy ticketing system & Remote Desktop Protocol (RDP) to regularly provide on-site & remote support for coworkers on issues relating to hardware problems, software programs, operating systems, UAC issues, password resets, VPN connection issues, setting up accounts, LAN components, printers and other peripherals

Freelance Web Content Manager & Blogger
<div align="right">March 2012-Present</div>

- Use web content management systems (CMS) such as Weebly & WordPress to create and actively maintain all existing websites while also editing, writing, and researching topics for publication
- Able to manage multiple projects involving the development of blogs and video streaming websites with extensive applications of flash and animation and completing them according to deadlines
- Initiate use of social networking sites (LinkedIn, Facebook) and search engine optimization (SEO) to increase traffic and promote the website's reputation
- Develop relevant and special themed content to attract readers, blogging across topics such as news reports, scientific studies, and congressional bills
- Perform regular maintenance and upgrades for all existing websites
- Website Examples = [United States Intercollegiate Athletic Association](link) (USIAA), [Modern Hybrid Sports](link), & [USA Political Database](link)

Sagamore Institute
<div align="right">Summer 2015</div>

Digital Media Internship
- Handle all data imports and scrubbed data from all external sources
- Demonstrate ability to analyze, evaluate, and resolve hardware and software conflicts
- Install computer systems and related equipment
- Edit content on company magazine (American Outlook) by utilizing a variety of desktop publishing programs
- Enter information, kept records and tabulated data for company database
- Develop and maintain content clarity for the corporate website of The Philadelphia Society, a partner organization
- Use Audacity to edit audio files for the corporate website of The Philadelphia Society

St. Luke's United Methodist Church
<div align="right">Summer 2014</div>

Volunteer
- Conducted research regarding the integration of introverts into the St. Luke's congregation
- Maintained content clarity and timeliness, such as sermon schedules and youth group notifications, on the organization's website

EXTENDED DISC PROFILE
From Highest to Lowest
- Conscientiousness
- Dominance
- Steadiness
- Influencer