MATTHEW SMILANSKY

in LinkedIn | +1 (818) 421-6417 | gumshoe.dev | matthew@gumshoe.dev | GitHub

Skills

- Microsoft Windows | macOS | Linux | Microsoft Office Suite | Microsoft 365
- Customer service | Customer support | Hardware and software troubleshooting | Report writing
- Python | JavaScript | C# | Microsoft Azure | SQL | Bash | cmd | PowerShell | Git

Professional and Technical Skills

- Experience providing customer service and support, as well as in-office technical support.
- Strong familiarity with all major operating systems, including CLIs, and ability to provide support and maintenance when troubleshooting technical issues related to hardware, software, printers, internet connectivity, and mobile devices.
- Experience working with Microsoft Azure platform and utilizing cloud computing services such as containers and databases.
- Strong written and verbal communications skills and years of experience in writing reports using technical, domain-specific language.

Experience

Operations Manager	Super Eye Investigations	Encino, CA, USA	06/2014 – Present

- Responsible for installing and maintaining office equipment, including hardware and software such as computers, operating systems (installations and upgrades), business software (Microsoft Office Suite, Adobe Creative Cloud), anti-virus software, printers, routers, Modems, and mobile phones.
- Provided troubleshooting of technological issues and assistance for members of the office when necessary, including issues with computer hardware/software, mobile phones, faulty printers, and internet connectivity.
- Helped manage company's Microsoft 365 account by setting up multi-factor authentication (MFA) and defining access controls for users on the subscription.
- Converted company's paper filing system to a shared Microsoft OneDrive cloud-based system which sped up document retrieval and organization.
- Received client phone inquiries regarding company's services and provided consultation in accordance with clients' unique situations.
- Provided ongoing support to clients via telephone and email correspondence regarding usage of company's case management system and document-signing software.
- Oversaw maintenance of company's WordPress website, handling tasks such as modifying HTML and CSS, refreshing web content, and managing plugins.
- Located missing persons and persons of interest using private and public sources.
- Supervised and managed team of investigators, providing instructions and guidance related to surveillance operations when needed.
- Managed and edited all assets submitted by investigators, including investigative reports, videos, and photos.
- Conducted background checks, including criminal and civil background searches.

Education

Bachelor of Arts	UCLA	Los Angeles, CA, USA	09/2012 – 06/2014

- Major in English Literature and Language.

Certifications

- **CompTIA A+** - Credential ID 4FD3FHBZN2441GCG Link
- **Microsoft Certified: Azure Fundamentals (AZ-900)** - Credential ID E1F759F80E73A0A8 Link

Programming Projects

- **THE GRIND:** E-commerce website for a coffee shop & bakery featuring cart and checkout system. Link **(12/2022)**
- **LETTERGO**: Word game that challenges users to form as many heterograms as possible before the timer expires. Link **(09/2022)**
- **12 HOUR STUDY:** Customizable timer app that assist students and professionals in boosting focus and productivity. Link **(03/2022)**
- **TWITCH BOT:** Twitch chat bot featuring custom commands, notifications, statistics, and channel point redemption events. Link **(07/2022)**

Others

- **Writing Recognition**: Had article featured on Hashnode developer blogging platform. Link to featured article. **(12/2022)**