

MATTHEW DAVIS

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CAREER OBJECTIVE

An ambitious, fast-learning, self-starter, seeking to apply my enthusiastic attitude and curiosity-driven passion for technology to an entry-level IT Support Specialist or Help Desk role.

EDUCATION & HOME-LAB

Bachelor of Science: Information Technology | Southern New Hampshire University | 2025

- **GPA:** 3.841 (Magna Cum Laude)
- **Concentration:** Cybersecurity
- **Coursework:** Microsoft 365 (Outlook, Word, Excel, PowerPoint), Python, Packet Tracer, SQL, AWS
- **Home-Lab:** Windows Active Directory, Networking (LAN & Wi-Fi, VPN, Firewall, Server), IT ticketing system, PC Build, Data Backup & Recovery

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+ (studying, estimated completion: February 2026)

SKILLS

- Communication (written & verbal)
- Teamwork & collaboration
- Critical thinking
- Troubleshooting (hardware, software, network)
- Dependable, reliable, & adaptable
- Time management
- Customer service
- Problem-solving

WORK EXPERIENCE

CAP 1 Associate, WALMART (Caro, MI) **2018 – present**

- Provided excellent customer service to ensure satisfaction and repeat business.
- Operated company provided devices to accurately record data.
- Stocked shelves to maintain product availability and organization.

Inventory Specialist, BEST BUY (Flint, MI) **2016 - 2018**

- Assisted Geek Squad with home installs, configurations, troubleshooting, and repair.
- Aided customers in locating products and provided information on features.
- Utilized inventory management software to locate, package, and ship orders.