

Mathew Moose

Johnstown, Pennsylvania

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Profile

Young, dynamic man interested in a career in computer science, with a foundation in programming. Resourceful and independent when faced with challenge and change. Culturally relevant and knowledgeable about the latest in technological design and application. Extremely driven and motivated to succeed in all fields and aspects of life.

Education

Bachelor of Computer Science with a Minor in Mathematics

University of Pittsburgh at Johnstown

Senior with 3.96 GPA

Professor-Appointed Computer Science Tutor

Member of National Honor Societies *Phi Eta Sigma* and *Phi Kappa Phi*

Skills

Technological Background & Software Design

Microsoft Office Suite, Windows, Linux & Mac OS, Computer Repair & Service

Adept knowledge in ADA, C, C++, C#, HTML, CSS, JavaScript, Visual Basic, & SQL

Customer Quality Assurance

De-Escalation and Sales Training, Multi-Tasking and Problem Solving, Excellent

Communication Skills

Experience

Quality Assurance Defender

2015 - Current

Geek Squad Corporate – Remote Position

In my current role, I assist with a multitude of tasks from a supervisory role. Our team handles online escalations, ranging from billing issues to repair services. I personally facilitate calibrations with our many different third party vendors from all over the country.

Software Engineering Intern

2017 - Current

Problem Solutions – Johnstown, Pennsylvania

As a software engineer I have been exposed to the latest cutting-edge technology. This position allowed me to develop software applications with tools and frameworks such as Visual Studio, Xamarin, and ReactJS. Our clients ranged from local businesses to large corporations such as Hewlett-Packard Enterprises and Global Supply Chain Intelligence. Additionally, I was tasked at maintaining the network infrastructure and being the on-site repair technician for the company.

Counter Intelligence Agent

2015 – 2015

Geek Squad – Johnstown, Pennsylvania

Working as a repair technician helped me develop natural problem solving skills and helped sharpen my ability to parse information. Provided with company-sponsored software and a small set of tools, we were tasked to fix software related issues and minor hardware issues. This was coupled with revenue targets and net promoter scores.

Home Theater Sales Consultant

2014 – 2015

Best Buy – Johnstown, Pennsylvania

Work in this role involved crushing sales goals, while creating an emphasis for customer interaction. Becoming a reliable, unbiased source of information for people in this community was my objective.