

Matthew Bell

Email: bell.matthewc@gmail.com

Cell: 813-378-5658

Pinellas Park, FL, 33781

Professional Summary

I am an IT specialist with over 2 years in technical support. I am A+ certified and skilled in networking and cloud deployments. My skills are displayed through professional recognition and personal projects as outlined below..

CERTIFICATIONS

❖ **CompTIA: A+**

NETWORKING SKILLS

- Mobile Devices
- TCP/IP
- DNS
- DHCP
- Firewalls
- VPN
- Servers
- Routers
- Wireless Mesh Networks
- Active Directory

CORE SKILLS

- Troubleshooting
- Security Concepts
- Ticketing Systems
- OS Imaging
- Remote Desktop

Career Skills

★ Critical Thinking: 19+ years

- Identified device and network problems for end users and performed appropriate troubleshooting tactics to resolve the issues.
- Placed covert analog and IP CCTV cameras utilizing UTP cables.

★ Leadership: 13+ years

- Utilized strong teaching methods, rapport building, and effective corrective action techniques to maximize productivity, efficiency, and awareness of teams to reduce shortage
- Implemented communication skills with peers and subordinates during interviews, scheduling and employee evaluations to ensure client satisfaction and employee retention

★ Customer Service: 7+ years

- Resolved Customer Complaints with active listening and showing empathy while resolving the technical issue at hand.
- Applied product knowledge, personal recommendations, and patience to achieve the highest level of customer satisfaction.

ACHIEVEMENTS

- ❖ July 2025: Top 10% of all representatives
- ❖ August 2025: Second on team in all KPIs
- ❖ August 2025: Bronze Key Winner

EMPLOYMENT HISTORY

- **Charter Communications**
St. Petersburg, FL
Technical Support Representative
Sep 2024 - Present
- **Computer Generated Solutions**
Tampa, FL
Technical Support Representative
Feb 2024 - Apr 2024
- **Kohl's**
St. Petersburg, FL
Loss Prevention Supervisor
Jul 2022 - Sep 2023
- **Brewtop Pub and Patio**
Kansas City, MO
Security
Nov 2019 - Jun 2022
- **Gideon Event Space**
Basehor, KS
Venue Manager
Dec 2020 - Jan 2022

★ Teamwork: 19+ years

- Collaborated with peers to provide the best outcome for our customers
- Worked with peers to assist them maintain KPIs while still prioritizing customer needs

★ Training: 13+ years

- Conducted side-by-sides to coach peers on how to improve KPIs
- Became trainer or mentor in all recent positions within 1 year of hire.

Completed Projects

→ Jellyfin Media Server

- ◆ Repurposed MacBook Pro with headless Ubuntu server
- ◆ Enabled SSH
- ◆ Assigned static IP address to server
- ◆ Installed and set up Jellyfish software
- ◆ Set up sharing on desktop PC to server
- ◆ Tested from iOS and Windows

→ PiVPN Private VPN

- ◆ Set up Raspberry Pi4 with PiVPN
- ◆ Assigned static IP address to server
- ◆ Configured firewall settings
- ◆ Conducted troubleshooting to resolve NAT
- ◆ Tested from iOS and Windows
- ◆ Able to connect to Jellyfin Media Server remotely