

# Matthew L Smith

(816) 793-0123

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## Profile

Skilled at learning and applying new systems, with a thorough knowledge in design and web development using the .NET Framework. A wealth of experience in customer relations with over eighteen years in office productivity and customer service working with both consumer and government clients. Received multiple customer service commendations and awards. A reliable team player with strong communication skills.

## Programming Education

Centriq Training – Leawood, KS | 2015 - 2016

### Application Developer in C# .Net Program

- Technical Competencies:
  - Visual Studio, C#.Net, ASP.NET, ADO.NET, AJAX, LINQ, MVC, EF, SQL, SQL Server, SSMSE, HTML5, JavaScript, jQuery, jQuery UI, CSS3, Responsive/Mobile Web Development, JSON, Bootstrap.
- Professional IT Project Experience
  - Trouble Ticket Project: Created a secure ASP.NET MVC application for managing the lifecycle of a trouble ticket associated with hardware and software within an organization. Administrators have the ability to manage employee and department data as well as manage all details of submitted trouble tickets. Projects available for review at [www.mattsmithkc.com](http://www.mattsmithkc.com).

## Professional Experience

Leader Communications – Kansas City, MO | 2014 - Present

### Supply Technician

- Provide customer service support to government agencies and military customers on behalf of the General Service Administration's National Customer Service Center. Help customers by researching information to solve order status and supply issues with their orders. Work with vendors and potential vendors with contract vehicle information.

AT&T – Lee's Summit, MO | 1997 - 2014

### Order Management Lead

- Managed daily work assignments for three teams (30+ employees) to assure all productivity goals were achieved. Created daily and monthly reports for management on productivity and workload. Created methods and procedures support documents for nationwide company manuals and web help documents.
- Provided customer support for both technical and billing questions. Served as a Customer Service Specialist to handle complex customer escalations. Worked on the customer retention team and received recognition from local news anchor for personal handling of a complex billing issue.

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## **Audio/Media Education**

Conservatory of Recording Arts & Sciences – Tempe, AZ | 1996 - 1997

### **Studio and Live Recording**

- Studio Engineering:
  - Ran studio recording sessions with live bands using multiple recording and microphone placement techniques.
  - Studio mixing and mastering using mixing console and digital mixing/mastering software including ProTools.
- Live Sound
  - Studied live recording techniques including microphone placement and mixing console/monitors.
- Music Business
  - Studied music copyright, trademark, licensing and Union/Guild relations.

## **Office Skills & Certifications**

### **Microsoft Office**

Proficient in Microsoft Office including Excel, Outlook, and Microsoft Word 2003 certified.

Typing speed of 50+ wpm.

### **United States Security Clearance**

General Service Administration – HSPD12