

Matt Held

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Summary: Builds strong client service relationships. Uses multiple technology sources to better enhance workplace productivity. Employs a variety of professional skills in all aspects including communication skills in a timely manner.

Education and Experience

Edgewood College | Fall 2018 – Present (Expected Graduation Date: May 2022)

- Computer Information Systems Major & Business Minor
- Edgewood EmPowered President (Fall 2019 - Present)
- Dominican Life Student Leader (Fall 2019 – Present)
- Dining Services Task Force Committee Member (Fall 2018 – Present)

Resident Assistant | Fall 2019 – Present

- Fostered a strong community while enforcing campus policies
- Lead the way to an Apartment Coordinator position Fall 2020/Spring 2021

Waukesha South High School | Graduated in 2018

- GPA of 3.69 - Graduated with Honors
- National Honors Society (NHS) Member
- Wisconsin Global Scholar Certification

Waukesha South High School DECA President | 2015 - 2018

Technology Employment

Adv. Desktop Support, at Edgewood Tech Assistance Center | 2019 – Present

- Dispatched to address technology issues in classroom and office situations
- Troubleshoot Windows and MacOS systems, Computer deployment & AD experience

Student Tech Specialist, at Edgewood Tech Assistance Center | 2018 – 2019

- Analyzed SysAid requests from students, staff, and faculty (in person, email and phone)

Remote Internship, at GlassWater Technology | Summer 2017

- Gathered potential business clients and discovered new markets to approach.
- Communicated findings during a weekly conference call meeting with CEO

Customer Service Employment

Client Service Representative, at Acura of Brookfield | 2016 - 2018

- Ensured client satisfaction and fluent understanding of processes to clients
- Maintained organization especially while multitasking (with & without technology)

Skills

- Advanced in Microsoft Office | Windows, macOS, iOS, Mobile Device Management

Portfolio: www.mattheld.me