

# Matthew Trott

## Summary

Matthew Trott is an accomplished Customer Support Technician with over 3 years of professional experience focusing on the installation and support of FreshLoc Technologies.

## Experience

March 2015 - Present                      Mesa Labs (formerly FreshLoc Technologies Inc.)                      Addison, Texas

### Lead Installation and Support Technician

- Provides Tier 3 support for FreshLoc products including FreshLoc sensors, network readers, and cloud based services.
- Use of Remote Desktop to resolve and manage back end application issues within FreshLoc cloud servers.
- Supports healthcare customer to resolve connectivity issues through the use of various remote services such as LogMeIn.
- Rotates on-call to support FreshLoc customers on a 24/7/365 basis.
- Trains and supports Tier 1 and 2 level Support Technicians.
- Escalates issues such as bugs or vulnerability/security concerns to Engineering as needed.
- Works with Manufacturing to program equipment before shipment.

July 2013- March 2015                      FreshLoc Technologies Inc.                      Addison, Texas

### Installation and Support Technician

- Promoted to Lead Technician due to consistent reliability and methodical & detail-oriented support.
- Provided support for FreshLoc products, through a proprietary ticketing system built into our system.
- On-site installation and support, with heavy travel across the US.
- On-site and remote training of FreshLoc System with the use of GoToMeeting
- Remotely assisted hospital IT departments with installation and support.
- Internal office Help Desk Technician, IT support, and VoiP Admin.

Oct 2010 – July 2013                      Eleisure Internet Service Provider                      Arlington, Texas

### On-site Technician

- Only on-site Technician for Centennial Court Apartments with 960 individual network connections.
- Assisted with installation and maintenance of servers running MicroTik routing software.
- Managed Servers, routers, switches, and access points.
- Wireless network deployment covering entire Complex of 18 Buildings, total of 72 wireless access points.
- Phone support using RT ticketing system.
- Repaired all outages for entire complex.

2008 - 2011                      Powerohm Resistors, Inc.                      Katy, Texas

### Independent Contractor (summer work)

- Installed Point to point wireless network between two buildings.
- Deployed new networked time clock system integrated into Paychex.
- Completed yearly QuickBooks and other software updates.
- Achieved data recover from system failure using backups.
- Installed network camera system for offsite monitoring.
- Resolved connectivity issues to CNC Machines.

## Education

2008 – 2013                      University of Texas at Arlington                      Arlington, Texas

### Bachelor of Science Degree in Information Systems

- Honor Roll for the College of Business Fall of 2012 and Spring of 2013
- Vice President of the UTA AITP (Association of Information Technology Professionals) Club
- Member of the UTA Information Security Club and Linux User Group