

Matthew R. McDougall  
790 N. Cedar Bluff Rd., Apt. 2914  
Knoxville, TN 37923  
(865) 223-8067

LinkedIn Profile: <http://www.linkedin.com/pub/matt-mcdougall/a/182/871>

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Dear Employer:

In response to any job openings in the Information Technology field I am enclosing a resume for your review. Also enclosed are a list of references and a letter of recommendation from my previous supervisor. Please consider this letter as my formal application presenting my background, education and experience.

I have over 8 years self-taught experience and formal training in computer repair, networking, and web-hosting in Information Technology.

My professional experience may appear somewhat limited, but due to my field experience I was next in line to be promoted to an Escalations/Network Operations position at my last employer prior to the economic downturn. Since then, I have been given the opportunity to provide field/bench support for a local upcoming IT business and provide support for the fourth largest credit card processing corporation in the world. While I enjoy both positions, I am looking for something more regular and with compensation that more accurately reflects my experience and abilities.

May I arrange an interview to further discuss my qualifications? I am available for an interview at a mutually convenient time.

Thank you for your time and consideration.

Sincerely,

Matthew R. McDougall

Encl.

# MATTHEW R. MCDUGALL

790 N. CEDAR BLUFF ROAD, APT. 2914 • KNOXVILLE, TN 37923 • PHONE (865) 223-8067

## OBJECTIVE

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Information Technology based position that utilizes my skills in problem solving, customer service, networking, and web-hosting

## QUALIFICATIONS

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- Five years combined customer service experience
- Three years entry-level management experience
- Eight years self-taught experience and formal training with Microsoft Windows, Linux, Mac OS, and PC hardware
- Five years self-taught experience and formal training with basic web-hosting concepts, such as: Linux, Apache, MySQL, PHP, Cpanel, Plesk, and Microsoft Windows

## SPECIAL PROJECTS

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- Founder and lead editor of radarknoxville.com, a Knoxville-based music news site focusing solely on local signed and unsigned talent.

## COMPUTER SKILLS

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- Operating Systems: Microsoft Windows (98, ME, 2000, XP, Vista, 7), MacOS (System 6 to 10.x) and Linux (Ubuntu, Debian, Gentoo, and more)
- Networking Concepts: TCP/IP, DNS, Routing, Switching, Subnetting, Active Directory
- Webhosting Concepts: Apache, Microsoft IIS, MySQL, PHP, Cpanel, Plesk, Wordpress
- Other Concepts: Microsoft Office, OpenOffice.org, Google Apps, Microsoft Business Productivity Online Services
- Proficient in PC desktop and server hardware concepts and installation

## EXPERIENCE

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April 2010-December 2010 PC of Mind Technologies Knoxville, TN

*Salary: 25-45% of job bill*

*Bench/Field Technician*

- Test and replace hardware, including: notebook computer screens, network cards, motherboards, etc.
- Test and reinstall Windows and Linux operating systems
- Provide on-site software, hardware, and network support for local businesses
- Replace and reconfigure wireless access points
- Configure Windows Server 2003 Domain Controller and Active Directory
- Deploy Microsoft Windows 7 based Point of Sale solution, including POS-IM software, Zebra label printers, bar code scanners, receipt printers, and cash drawers
- Repair IBM-6400 line matrix printer
- Replace MacBook LCD display
- Design and test proprietary support solution based on the BartPE boot CD tool

October 2009-Present radarknoxville.com Knoxville, TN

*Founder/Lead Editor*

- Review shows and CD releases by local music artists
- Delegate writing tasks to staff members as they are presented
- Keep constant contact with production companies, artists, and venues for a consistent stream of news leads
- Support website through regular updates on Wordpress, its plugins, and CentOS Linux
- Support email, contacts, and calendaring via Google Apps and configure with MS Outlook and Android & BlackBerry smartphones

March 2010-Present Elavon Knoxville, TN

*Salary: \$12.50 hr. -*

*Software Technical Support*

- Provide inbound software and funding telephone support for credit card processing to merchants
- Support various proprietary software card processing solutions on the Windows platform
- Support wireless credit card terminals and e-check solutions
- Investigate all incoming funding issues and ensure transactions are processed properly

- Assist with funding explanations and any merchant questions

July 2008-January 2010 IdleAire, Inc. Knoxville, TN

*Salary: \$10.00 hr. - \$11.50 hr.*

*Customer Support Representative*

- Provide inbound customer support to members and on-site representatives
- Give detailed information on the hourly billing structure, extra services, and answer any other questions in a professional manner
- Assist with HVAC usage of IdleAire module and gave members best use practices to make their stay more enjoyable, including: how to set thermostat, where to point vent, and truck insulation
- Provide support for on-module 110v electrical outlets and satellite television
- Support ethernet and wireless connection issues with members over the phone
- Created and implemented Ethernet training materials for his team
- Work with on-site representatives and site management to keep sites operational and reduce burden on Tier 2 support, including: troubleshooting PC issues and monitoring network/T1 status using WhatsUp Gold
- Work closely with Tier 2 support to devise strategies to keep sites operational

February 2008-July 2008 Food City Knoxville, TN

*Salary: \$10.00 hr. - \$10.00 hr.*

*Produce and Perishables Assistant*

- Managed opening and closing tasks for produce and perishables, including: receiving and sorting bi-weekly deliveries, stocking and blocking display cases, cleaning, and general prep
- Rotated and refilled back-stock in produce, perishables, frozen, and dry goods

August 2007-January 2008 Blackrock Solutions Maryville, TN

*Salary: 45% of job bill*

*IT Specialist / Independent Contractor*

- On-site computer repair and network support
- Deployed Windows Server 2003 and configured Active Directory, POP3, SMTP, and IIS

August 2004-December 2008 McDougall Bros. Construction Alcoa, TN

*Salary: \$9.00/ hr. - \$10.50/ hr.*

*Carpenter*

- Framing, Siding, Trim, Decking

August 2001–August 2004 Pizza Hut, Inc. Townsend, TN

*Salary: \$7.25/ hr*

*Shift Management*

- Resolved customer issues in a timely fashion
- Performed stock counts and ordered new supplies
- Delegated tasks to team to run a smooth shift

May 2000-July 2001 ClientLogic Oak Ridge, TN

*Salary: \$9.00/ hr.*

*Technical Support*

- Answered incoming calls
- Utilized problem solving skills to diagnose and resolve customer issues for the Bellsouth FastAccess ADSL program

## EDUCATION

June 1999 Heritage High School Maryville, TN

- High School Diploma.

2004 New Horizons CLC Knoxville, TN

- Formal training with Microsoft Windows 2000 Professional and Server, as well as advanced networking concepts

## References

Kevin Passino

*IdleAire, Inc.*

Home: (865) 696-0639

Relation: Friend for 10 years, co-worker

Position: Escalations/NOC at IdleAire, Inc.

*Familiar with my computer/ technology ability and character*

Carol Myers

*IdleAire, Inc.*

Home: (865) 654-8777

Relation: Supervisor at IdleAire, Inc.

Position: Customer Support Supervisor

*Familiar with my computer/ technology ability and work ethic*

Josh Witt

*Chiptech Computer Support*

Home: (865) 356-2982

Relation: Friend for 9 years

Position: Former Employer with Blackrock Solutions

*Familiar with my computer/ technology ability and character*

Travis Croxdale

*Pilot Travel Centers*

Cell: (865) 310-6497

Relation: Friend for 2 years /Co-worker at IdleAire, Inc.

Position: Network Support

*Familiar with my computer/ technology ability and character*

Daniel Marshall

*Scripps Networks*

Cell: (865) 742-7555

Relation: Friend for 2 years / Co-worker at IdleAire, Inc

Position: Help Desk Support Tier 2

*Familiar with my computer/ technology ability and character*