

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>

Dear Employer:

In response to your job posting regarding the IT Technologist II (Request Number: 09-1715151K) and Senior IT Technologist I (Request Number: 09-1712951K) positions 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 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.

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

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

QUALIFICATIONS

- 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

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

COMPUTER SKILLS

- 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
- Proficient in PC desktop and server hardware concepts and installation

EXPERIENCE

- | | | |
|--|------------------------------|---------------|
| July 2008-January 2010 | IdleAire, Inc. | Knoxville, TN |
| <i>Customer Support Representative</i> | | |
| <ul style="list-style-type: none">• Utilize customer service skills to resolve technical and billing matters in a professional manner• Provides technical support to end users• Created and implemented Ethernet training materials for his team• | | |
| August 2007-January 2008 | Blackrock Solutions | Maryville, TN |
| <i>IT Specialist / Independent Contractor</i> | | |
| <ul style="list-style-type: none">• On-site computer repair and network support | | |
| August 2004-2008 | McDougall Bros. Construction | Alcoa, TN |
| <i>Carpenter</i> | | |
| <ul style="list-style-type: none">• Framing, Siding, Trim, Decking• | | |
| August 2001–August 2004 | Pizza Hut, Inc. | Townsend, TN |
| <i>Shift Management</i> | | |
| <ul style="list-style-type: none">• 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 |
| <i>Technical Support</i> | | |
| <ul style="list-style-type: none">• 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 |
| <ul style="list-style-type: none">• High School Diploma. | | |
| 2004 | New Horizons CLC | Knoxville, TN |
| <ul style="list-style-type: none">• Formal training with Microsoft Windows 2000 Professional and Server, as well as advanced networking concepts | | |

References

Kevin Passino

IdleAire, Inc.

517 Morrell Rd., Apt H216

Knoxville, TN 379

Home: (865) 696-0639

Relation: Friend for 10 years, co-worker

Position: Escalations/Network Operations at IdleAire, Inc.

Familiar with my computer/ technology ability and character

Carol Myers

IdleAire, Inc.

Home: (865) 654-8777

Email: carabeth47@gmail.com

Position: Customer Support Supervisor at IdleAire, Inc.

Familiar with my computer/ technology ability and work ethic

Josh Witt

Chiptech Computer Support

124 Juneau Way

Maryville, TN 37801

Home: (865) 356-2982

Relation: Friend for 9 years

Position: Former Employer with Blackrock Solutions

Familiar with my computer/ technology ability and character

Jonathan Pierce

Bechtel Corporation

9206 Hawks View Way

Knoxville, TN 37922

Home: (865) 660-5836

Relation: Friend for 9 years

Position: Former co-worker at Pizza Hut

Familiar with my computer/ technology ability and character