

# Matthew Stolz

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## EXPERIENCE

### ESC Spectrum, Austin, TX — *System Support Specialist*

May 2022 - PRESENT

- Troubleshoot and resolve customer support cases by replicating problems, isolating the cause of problems, identifying potential solutions to problems, testing potential solutions to problems, and working with the customer to implement solutions
- Document known solutions to common customer problems in the customer support knowledge base
- Prioritize and manage personal efforts to troubleshoot and resolve customer support cases to meet customer support goals

### PPD, Austin, TX — *IT Technician*

August 2021 – May 2022

- Troubleshoot IT related problems
- Decommission out of warranty PCs and recycle them
- Inventory returned PCs and accessories from terminated employees

### St. Edward's University, Austin, TX —

#### *Lab Assistant*

October 2019 - March 2020

- Helped students with computer related issues and checking out lab equipment
- Installed software and updates to computers

#### *IT Help Desk*

January 2019 - October 2019

- Provided support to students, staff, and faculty over IT related issues
- Performed refreshes and deployments for workstation PCs

### Kintech, Portland, OR — *Computer Technician*

February 2018 - September 2018

- Oversaw the deployment of workstations for over 50 companies
- Increased revenue through the reception of positive reviews

## SKILLS

Microsoft Office

Active Directory

Python

GameMaker

Unity

## AWARDS

St. Edward's University  
Dean's List, Spring 2019 -  
Spring 2021

Global Game Jam 2021  
Turing Award - One Bot's  
Trash

Global Game Jam 2022  
Writing Award - Separated by  
Time

- Brought on new clients
- Maintained networks and servers
- Provided troubleshooting and repair for all IT and computer related devices

### **Happy Hamster Computers, Portland, OR — *Hardware Technician***

April 2015 - January 2018

- Performed hardware repairs on broken laptop and desktop PCs
- Backed up and migrated user data for customers
- Installed operating systems
- Removed malware

### **CompuZone, Austin, TX — *Sales & Apple Technician***

July 2014 - January 2015

- Tended to sales floor and assisted customers
- Performed repairs on apple computers

### **Activision Blizzard, Austin, TX — *Customer Service***

February 2014 - June 2014

- Provided in-game support for World of Warcraft
- Addressed customer complaints
- Performed fixes for compromised accounts

### **Discount Electronics, Austin, TX —**

#### ***PC Repair Technician***

February 2012 - January 2014

- Fixed broken laptop and desktop PCs
- Performed malware removal
- Backed up customer data
- Imaged PCs for the sales floor

#### ***Sales Associate***

February 2010 - February 2012

- Promoted to keyholder within six months
- Received several positive reviews on Google and Yelp
- Provided consultation to customers regarding their buying decisions

## **EDUCATION**

### **St. Edward's University, Austin, TX — *Bachelor of Arts***

January 2019 - May 2022

Undergraduate in the Video Game Development program

**Clackamas Community College, Portland, OR**

August 2015 - December 2017

General education course work