**Matthew Wray**

(623)693-6516 Matthew.Wray@nau.edu

**Work Experience**

Customer Service

* Addressed customer concerns both in person and over the telephone about food quality, bathroom and theater cleanliness, as well as other matters of customer satisfaction.
* Responded to customer concerns via individual appointments, telephone and email communication.

Supervision

* Supervised small teams of employees including work schedules and tasks.

Technical Support

* Used technical writing skills to log data and changes.
* Diagnosed and repaired computer hardware and software related trouble.
* Maintained computer labs in an educational environment including imaging, account management, and hardware inventory.
* Resolved residential networking connectivity problems, malware, Windows errors, operating system repair, file system integrity, and hardware failure.

**Employment History**

Help Desk Technician, College of Engineering, Forestry and Natural Sciences

Northern Arizona University Winter 2010- -

Building 69, NAU (928) 523-8084

Flagstaff, AZ 86011

Web Administrator, College of Engineering, Forestry and Natural Sciences

Northern Arizona University Spring 2011- -

Building 69, NAU (928) 523-8084

Flagstaff, AZ 86011

Student Computing Assistant, Student Technology Center, Northern Arizona University Fall 2008-Winter 2010

Building 61, NAU (928) 523-9294

Flagstaff, AZ 86011

Team Leader, Harkins Theatres Summer 2006-Winter 2008

9615 Metro Parkway West (602) 216-6781

Phoenix, AZ 85051

**Training and Education**

Northern Arizona University, Undergraduate Electrical Engineering

Expected May 2013

Programming experience

* Mathematical: Matlab
* Object Oriented: Java
* Low Level Design: Assembly
* Circuit Simulation: VHDL
* Embedded Systems: C
* Web design: HTML/ CSS

Computer Architecture

* Digital transistor logic
* Processor design
* Memory structures

Environmental concepts

* Basic concepts of hypothetical Smart Grid
* Solar panel data collection project
* Capstone: Electrical CO2 emissions filter

**Honors Held**

* Member of the National Association for Computing Machinery 2009-2011
* Director of Public Relations for NAU chapter of the Association for Computer Machinery 2010, 2011
* Recording Secretary for NAU chapter of the Association for Computing Machinery 2010