

RICHARD MATOS

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347-330-3289

OBJECTIVE

Highly motivated student who thrives on challenges and teamwork, seeking opportunity to be a key contributor in technology, and to gain new experience and knowledge.

EDUCATION

Bachelors (B.Tech) in Telecommunications Engineering Technology **May 2014**
CUNY, New York City College of Technology, Brooklyn, New York

Associates (A.A.S) in Electrical Engineering Technology **December 2011**
CUNY, Bronx Community College, Bronx, New York

EXPERIENCE

Information Systems, Helpdesk Specialist/College Assistant **June 2013 – Present**
CUNY School of Professional Studies *New York, NY*

- Assist faculty, staff and students on technical issues relating to CUNY Services. These services include but are not limited to: CUNY Portal, Blackboard, Office 365 Email, and CUNY First.
- Train new Help Desk hires on policies and procedures
- Train faculty on using “Smart Boards” for educational purposes
- Log work orders summarizing events of an inquiry
- Support for Microsoft Office software: Word, Excel, PowerPoint, Outlook)
- Deployment/Installation of new hardware and equipment: workstations, wireless access points, Smart Boards, IP Phones, Network Equipment
- Maintenance on IT equipment
- Use Active Directory to: Manage user accounts, folder/file permissions, add and remove users from domain, modify accounts., add users to groups
- Virus removal and cleanup of malicious software using anti-malware software removal tools.

Information Systems, IT Helpdesk/Desktop Support Analyst **June 2012 – October 2013**
Fordham Law School *New York, NY*

- Provide technical support for faculty, staff and students via phone, email, in-person and remote desktop
- Create and maintain log of Help Desk tickets
- Email configuration (Outlook, Mobile Devices)
- Use Active Directory to: Manage user accounts, folder/file permissions, add and remove users from domain, modify accounts., add users to groups
- Installation and troubleshooting of desktop hardware and software. (Replace defective motherboard, hard drives, CD-Rom, memory, power supplies, fans, etc)
- Setting up and troubleshooting local/network printers
- Virus removal and cleanup of malicious software using anti-malware software removal tools.
- Perform desktop imaging

Electrical Engineering Technology, Lab Technician (Work Study) **June 2011 – Sept 2011**
Bronx Community College *Bronx, NY*

- Organize electrical equipment in preparation for laboratory experiments for students
- Assist students in in the completion of laboratory experiments

Skills

Electronics:

Electrical theory
Circuitry Soldering
Electronic components
Oscilloscope
Digital Millimeter (DMM)
Spectrum

Operating Systems:

Microsoft Windows
XP, Vista, 7, & 8
MAC OS

Software:

Adobe Photoshop
Adobe Flash
MS Office Suite
Circuit Maker
Multisim
TrackIT
Magic Ticket

System Management:

Active Directory
Email Configuration & Management

User Know-How In:

CUNY Portal
Blackboard
E-Sims

Other Languages:

Spanish

[Date]

[Recipient Name]

[Title]

[Company Name]

[Street Address]

[City, ST ZIP Code]

Subject:

To Whom It May Concern,

I am writing in regards to the Level 1 Provisional IT Assistant position for Application & Server Support at Kingsborough Community College. At your convenience, I would appreciate the opportunity to discuss the position and my candidacy. You can find my resume attached to this application.

I have gained the technical experience required for this position as a Help Desk technician in the IT department at CUNY School of Professional Studies and Fordham University School of Law. My daily work responsibilities include using the active directory to manage the network profiles of students, staff and faculty alike. My ability to maintain my composure in the high pressure environment of an educational institute has been developed most during peak seasons such as registration periods and final examination submissions. I have developed a very good understanding of the troubleshooting process and the organizational and communications skills necessary to perform this job effectively. I am a recent graduate with a Bachelor's degree in Telecommunications Engineering Technology from CUNY New York City College of Technology. I also hold an Associate's Degree in Electronic Engineering Technology from Bronx Community College. Both degrees are approved by the Accreditation Board for Engineering and Technology (ABET). My education has given me a well-rounded perspective in the disciplines of Electronic Engineering and Telecommunications that will help me excel in the field.

If given the opportunity, I know these skills will allow me to quickly make a contribution to your department. I look forward to discussing the position at Kingsborough Community College with you further. Thank you for your time and consideration.

Best Regards,

Richard Matos

347-330-3289

Rmatos888@gmail.com

[Date]

[Recipient Name]

[Title]

[Company Name]

[Street Address]

[City, ST ZIP Code]

Subject:

To Whom It May Concern,

I am writing in regards to the Engineering Technician vacancy for the New York City Fire Department. At your convenience, I would appreciate the opportunity to discuss the position and my candidacy. You can find my resume attached to this application.

I am a recent graduate with a Bachelor's degree in Telecommunications Engineering Technology from CUNY New York City College of Technology. I also hold an Associate's Degree in Electronic Engineering Technology from Bronx Community College. Both degrees are approved by the Accreditation Board for Engineering and Technology (ABET). My education has given me a well-rounded perspective in the disciplines of Electronic Engineering and Telecommunications that will help me excel in the field. I have gained technical experience as a Help Desk technician in the IT department at CUNY School of Professional Studies and Fordham University School of Law. My daily work responsibilities include assisting students and faculty with desktop related issues. My ability to maintain my composure in the high pressure environment of an educational institute has been developed most during peak seasons such as registration periods and final examination submissions. I have developed a very good understanding of the troubleshooting process and the organizational and communications skills necessary to perform this job effectively.

If given the opportunity, I know these skills will allow me to quickly make a contribution to your department. I look forward to discussing the position for the New York City Fire Department with you further. Thank you for your time and consideration.

Best Regards,

Richard Matos

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