

Matthew Le

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OBJECTIVE

Seeking to apply strengths in leadership, technology and tech service to the job opportunity.

EDUCATION

B.S., Concentration in Management Information Systems

Jan. 2025 - Dec. 2026

San Jose State University, San Jose, CA, GPA: 4.0

Relevant Coursework: System's Analysis Design, Networking and Data Communications

ENTREPRENEURSHIP EXPERIENCE

Computer Technician Specialist, Self-employed

Jan, 2010 - Current

- Primary technician in diagnosing technological problems stemming from hardware, software, or network related issues.
- Maximum customer satisfaction achieved with a 100% satisfaction rate relative to quality of work done.
- Examples of work related could include, complete build to installation of a computer from qualifying computer parts to drivers and software installation as well as managing network connections between routers and modems.

Audio and Visual Technician, Digital Extremist, Self-employed

Jan. 2017 - July 2025

- Main operator in deployment of audio and visual equipment for Digital Extremists in varying types of settings.
- Maximum customer satisfaction throughout the years and events
- Event's may entail Karaoke devices, Photobooth events, Wedding Photoshoots, Etc. .

EXPERIENCE

Test Analyst, CISCO (Via HCLTECH Recruiting) , 425 E Tasman Dr, San Jose, CA 95134

July 2025 - Current

- Frequently utilizes team building softwares: **JIRA** on a daily basis maximizing team productivity and efficiency.
- Working in an **agile** and **ESD** intensive environment effectively communicating between engineers and test operators to develop an effective testing environment as well as improvement in productional organization.

Operations Associate II, Confluent Medical Technologies, Fremont, CA

Feb. 2021 - Aug. 2021

- Developed and delivered training materials on effective time management and business practice and production, leading to overall 20% increase in production of product.
- Effectively multi-tasked training potential employees and demonstrating proper guidance on production of material allowing for members to be trained 10% faster than the average employee.
- Advanced adaptability skills proved exceptional as within three weeks of training I was tasked on products that normally require multiple individuals to work on.

Election Aide Assistant, Santa Clara County Voter Registrar, San Jose, CA

Oct. 2020 - Nov. 2020

- Under direct supervision, to assist with opening and closing Vote Centers, setting up equipment and supplies, checking in and processing voters, distributing ballots, assisting voters with casting their ballots, explaining the use of voting equipment, ensuring that ballots are collected appropriately, answering voter questions, and printing, scanning, filing, batching, and boxing ballots at a Vote Center or at the Registrar of Voters Office.

Manager, Togo's Eatery, San Jose, CA

Sept. 2018 - Jan. 2020

- Quickly promoted from an employee to Manager within three months of working as an employee due to exemplary speed, proficiency and professionalism.
- Responsible for hiring and training team members, implementing safety, managing costs, and developing team members to full potential. Efforts to build and enhance profits
- Effectively and efficiently utilized team members to ensure production and timely response improved customer satisfaction and profit. Overall led to a 10% increase in production speed when optimized appropriately.

SKILLS

Technical: Network Administration · IT Hardware Support · Software · Customer Service · Troubleshooting · Hardware Diagnostics · IT Management · Software Installation · Manual Dexterity · Computer Setup · Visual Basic · Computer Management · Computer Repair · Computer Hardware Troubleshooting · IT Operations · Computer Hardware · Computer Maintenance · Computer Graphics · Typing · Keyboard Assembly · Technical Support · Queue Management · Manual Dexterity · Customer Satisfaction · Data Entry · Time Management · Hazardous Chemicals · Communication · Microsoft Office · Microsoft Word · Microsoft PowerPoint · Coding Logic · Java · C++ · C programming language · Medical Terminology · Medical Office Trained · Basic SQL

Language: Bilingual English and Vietnamese