

R. Matt Roland

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Education

- Bachelor of Science: Information Technology Management with a focus in Web Application Development
- Lipscomb University, 2018 – Nashville, TN
- Attending Vanderbilt University's Coding BootCamp (Finishing Feb. 2022)

Work History

CITIZENS BANK: BUSINESS RESOURCE CONSULTANT | 10/2020 – CURRENT

- Provide direct support to lenders and brokers on a proprietary loan origination system.
- Work with other IT teams (Developers, QAs, and product owners on major application features, updates, and troubleshooting.
- Create documentation for step-by-step troubleshooting and workarounds for brokers and lenders.
- Assist in deploying/supporting a loan origination system through Salesforce and have helped to create a ticketing system for brokers.

LIFEWAY CHRISTIAN RESOURCES: SENIOR SUPPORT ANALYST | 08/2019 – 10/2020

- Problem solving, basic and advanced, issues presented by employees on Mac OS and also Windows devices.
- Application owner for Xerox, printing devices, and applying printer repairs.
- Able to assist customers with account support and Application support.
- Meticulous competency in creating solutions and presenting products to customers.
- Interactive and responsive to all submitted support tickets for the company.
- Direct contact for executive support for the CEO, COO, SVP, CFO, CHO, CIO of LifeWay.

LIFEWAY CHRISTIAN RESOURCES: SUPPORT ANALYST | 05/2018 – 08/2019

- Problem solving, basic and advanced, issues presented by employees on Mac OS and also Windows.
- Able to assist customers with account support and Application support.
- Meticulous competency in creating solutions and presenting products to customers.
- Interactive and responsive to all submitted support tickets for the company.

LIFEWAY CHRISTIAN RESOURCES: IT PROJECT MANAGEMENT/INTERNSHIP | 06/2017 – 05/2018

- Created quick tickets within ticketing systems for efficiency for employees
- Lead a project that was presented to the CIO after completing
- Prepared, delivered, and installed computer equipment for employees
- Completed tickets relating to hardware issues and made office visits
- Created APIs within a database and connected dependencies

Skills

- Determined and focused in any given task
- Flexible schedule capability
- Strong in leadership positions
- Good communication skills
- High energy
- Fluent in programming software (Python, Java, HTML5, CSS3, JavaScript, PHP)
- Efficient in Cherwell Software (Cherwell Service Management and Cherwell Administrator)

Programs

- Fluent in Mac iOS, Mac OS, Windows Suite
- Proficient in Coding Languages (Python, Java, HTML5, CSS3, JavaScript, PHP, SQL, Github, Git Bash)