



Matthew S. McCown
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ABILITY SUMMARY

- Ability to learn quickly.
- Professional Business Manner
- Excellent Customer Service Skills
- MS Office 360
- iOS/MacOS Support
- iCloud/iTunes/App Store Support
- PC Hardware/Software troubleshooting
- Excellent with maps and directions
- Adobe Photoshop/Dreamweaver CS4
- WordPress/Drupal/Joomla

EMPLOYMENT HISTORY

APPLE T1 IOS/MAC+ SUPPORT

- 05/2016 – 03/2019** **Kelly Service/Kelly Connect (Apple Support)** **Orlando, FL**
- Work-at-Home - Assist customers technical support for Apple mobile devices
 - Assist customers in setting up/troubleshooting and resetting security for their Apple ID/iCloud accounts.
 - When needed, assist customers in setting reservations at local Apple Stores or Authorized Service Providers.
 - Relayed official Apple information on issues.

PART TIME/OWNER OPERATOR

- 01/2012 – Present** **McCown Web Services**
- Orlando, FL**
- Design and develop personal and small business web sites.
 - Evaluate web pages to determine viability in the marketplace and detect issues that can be corrected.
 - Assist clients in creation/correction of redesign of webpages based on client needs and requirements.
 - Graphic design

RESOURCE ROOM TECH. NICIAN

- 04/2012 - 06/2013** **CareerSource** **Orlando, FL**
- Assisting and advising jobseekers in accessing their information on the employflorida.com and any other career website.
 - Assist in helping jobseekers look for job postings and navigating webpages such as employflorida.com
 - Assist and advise jobseekers in use of the tools and templates to build, save and send resumes to prospective employers via email, fax, and online applications.
 - Assist jobseekers in using Microsoft Word to further edit and save resumes.
 - Assist and advise Jobseekers to use the computers to file for and claim weeks of unemployment including advising on work search requirements, State and Federal regulations.

CUSTOMER SERVICE REPRESENTATIVE (CSR)

10/2010 - 04/2011

Faneuil Group

Orlando, FL

- Supporting Florida State Unemployment Benefits.
- Advise Jobseekers to use the computers to file for and claim weeks of unemployment including advising on work search requirements, State and Federal regulations.
- Learning and using both state and federal laws.
- Assisting team members with questions or issues during a call.

RETIREMENT BENEFIT SPECIALIST

11/2004 - 12/2009

Hewitt Associates/AON

Orlando, FL

- Assisting Participants and Client Companies with the Administration retirement benefits
- Assisted Retirees and Employees in processing payments, making changes to current payments, enrolling in new benefits, and answering questions about plan provisions and Federal Regulations.
- Studied IRS and Department of Labor Guidelines
- Survivor Processing, Associate Helpline, On Floor Supervisor, Retirement Specialist, Pension Specialist, and 401(K) Specialist.
- Active and Retiree Health Care benefit enrollment and participation.
- Managing workflow database via Lotus Notes to ensure timely resolution of issues.

CUSTOMER CARE COORDINATOR

03/1999 - 08/2004

First Data Corp.

Maitland, FL

- Monitor and report problems with ATM's using monitoring programs such as Gasper4 Dispatching System, OutsideView/Base24, and Remedy Action Request System.
- Assisted Financial Institutions in establishing services with Star by helping install their ATMs on the Star Systems Network.
- Assisted Visa and MasterCard Check Card Holders when cards are reported lost or stolen by placing blocks on cards using several different methods and systems.
- Gasper4 dispatching System Administrator from 7/2003 to 4/2004. Deleting and changing ATM information in the database.
- Offered support for cardholders of Stored Value/Prepaid Debit and ATM Cards using a Web-based system call Solspark.
- As the Third Shift Senior, I was also responsible for verifying and emailing Lost/Stolen card reports for Financial Institutions, backing up the Lost/Stolen Card Report Database, attending to supervisor calls in the absence of a full supervisor, sorting and filing various reports and ensuring that those reports were distributed to the appropriate parties.
- June 1999 to December 2000 - I was the lead ATM Coordinator providing first line contact to Vendors and Financial Institutions in ATM Encryption upgrades.