

**Matthew Higgins
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Objective:

Expanding my knowledge of computers and be able to provide excellent service using my honed skills.

I have worked on computers since I was ten years old and have fixed about 4000 computers and have written at least a million lines of code in the 20 years I have been doing this. It is the passion and gratification that makes me love what I do. I care about the people that need my help and people inherently like me.

Qualifications / Knowledge:

Operating Systems: Windows: (DOS,3.1, 3.11, 95, 95B, 98, 98SE, ME, 2000, 2000-2003 Server, NT 3.0, NT 4.0 Workstation, XP Home, XP Pro, Vista and Palm OS. Macs: 8.5, 9.2, 10.0.4, 10.3.7, 10.4

Programming languages: C, C++, BASIC, QBASIC, HTML x, SQL 2000, Flashx, VBscript, ASP and ASP.NET.

Applications: Microsoft Office (Word, Excel, Power Point, and Access) for 95v, 97v, 2000v, and XPv, FrontPage 98, 2000 and 2002, Publisher 2000, Internet Explorer x, McAfee Antivirus, Project 2000, Flash 4, 5 and MX, Ghost, IIS, FrontPage Extensions, PageMaker 6.5 and 7, Photoshop 6, Dreamweaver MX, Norton Antivirus, Outlook Express x, Netscape x, Acrobat Distiller x, Acrobat Reader x, Taxcut x, Microsoft Money 2000 and 2002, Microsoft Visio x, Easy CD Creator x, WinFax Pro x, pcAnywhere x, AbsoluteFTP, Quickbooks x, VNC, I-Tunes, All FTP programs, and thousands more. Complete understanding of all programs.

Hardware: Installation/replacement of all drives, motherboards, all ISA PCI AGP cards, memory, cpus, scanners, PDAs, MP3 Devices, printers, hard wire networks, wireless network, server configuration, and cabling. Complete understanding of all hardware.

Network: TCP/IP,IPX, DHCP, VPN, PPP, and PPOP. Configuring of Microsoft based servers. Configuration of home and small business networks wired and wireless. Complete understanding of all networks.

x = All Versions

Work History

6/1996-Present Owner, MCC-WEB, Boston, MA & Manchester, NH

- ~ Managing 90 domain names
- ~ Managing 30 websites
- ~ Managing a customer base of 300 machines.
- ~ Managing 2 employees.
- ~ Managing 690 website members.
- ~ Programming helpdesk software
- ~ Creating websites
- ~ Securing websites, transactions, and PCs
- ~ Graphics designing
- ~ Repairing PC computers
- ~ Building new PC computers
- ~ Configuring home networks
- ~ Training in many applications
- ~ Advertising
- ~ Budgeting
- ~ Sales
- ~ Contractual work
- ~ And pretty much all the things you need to do to run a business ;)

7/2000-10/2002 Manager, Support Services/Helpdesk, Boston University BUMC, Office of Information Technology, Boston, MA

- ~ Hiring of new technicians
- ~ Managing five technicians
- ~ Managing five students and schedules
- ~ Managing a helpdesk
- ~ Managing multiple projects
- ~ Building and managing an online support helpdesk

7/1998-7/2000 Desktop Support Specialist, Boston University BUMC, Office of Information Technology, Boston, MA

- ~ Setup of computers, printers, servers, and workstations
- ~ Managing a training room
- ~ Managing student staff and schedules
- ~ Installation Microsoft products and many other software components
- ~ Help building an online support helpdesk

9/1996-6/1998 Student Employee, Hesser College, Manchester, NH

- ~ Maintained campus computer support center. Duties included personal technical assistance, application troubleshooting, software and hardware installation and upkeep.
- ~ Assist the director with daily operations including

- ~ Coordinating nationally recognized Peer Tutoring program
- ~ Hired of work study students to staff the center and to tutor other students
- ~ Hosted weekly meetings for tutors
- ~ Creating a database program with Microsoft Access, which matched up tutors with tutees more effectively and efficiently.

Education:

- ~ BA of Computer Science; Boston University, Metropolitan College, Boston, MA-TBA
- ~ AS of Computer Programming; Hesser College, Manchester, NH, May 1998

Awards:

- ~ Outstanding Student Award for Computer Programming, 1997 Hesser College.
- ~ Member of Phi Theta Kappa, 1998 (International Honors Society).

Certification:

A+
Certification
Dell Certified
Visual Basic 6.0
Active Server Pages
SQL Fundamentals of Querying
SQL Advanced Querying
Flash 5
HTML 4.01 Web Authoring
Generator 2 Developer Edition AC
FrontPage 2002
FrontPage 2000
FrontPage 98
JavaScript Programming v1.3
Microsoft Office 2000 to Office XP
Windows XP Professional
VBScript
Acrobat 4.0
Excel 2000
Access 2000
Microsoft Project 2000 A
Outlook 2000

References:

Available upon request.