

Matthew Thao

Milwaukee, WI
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PROFESSIONAL SUMMARY

Excellent at analyzing situations, prioritizing tasks, and completing multiple objectives simultaneously. Committed to delivering quality results while paying attention to small details. Analytic, innovative, and organized individual, adept at trouble-shooting and passionate about Information and Technology.

SKILLS

- Trouble Shooting
 - Project Coordination
 - Data analysis and interperation
 - Bilingual
 - Logistics
 - Privileged Access Management
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PROFESSIONAL WORK EXPERIENCE

i.c. stars, Milwaukee WI | Intern

April 2024 - Present

- Supervise projects that involve cloud technologies such as Azure to help maintain the security of developed applications using risk assessment methodologies.
- Develop and analysis the Microsoft Power Platform to create a software solutions that meet business requirements
- Understanding Requirements and getting Feedback from Client.
- Engage in meetings with both clients and team members, ensuring thorough communication and understanding of requirements between both parties
- Tasks are completed in a timely manner, team was prepared for presentation, stayed within scope and on schedule

Home Depot, Wauwatosa WI | Hardware associate, Customer Service, Cashier

Mar 2023 - Nov 2023

- Help customers with product inquiries, locating items in the store, and providing information about products, prices, and availability.
- Address and resolve customer complaints, concerns, and issues such as returns, refunds, exchanges, damaged or defective products, and billing inquiries.
- Assist customers with online orders, including tracking shipments, resolving issues with deliveries, and processing returns or exchanges for items purchased online.
- Effective communication involves expressing ideas clearly and articulately, whether verbally or in writing.

Molded Rubber Plastic Company, Butler WI | Press Operator

Mar 2022 - Mar 2023

- Following instructions accurately, monitoring equipment performance, and troubleshooting problems that may arise during the printing process.

Virtex, Butler WI | Electrical Assembling Operator, SMT (surface mount technology) Operator

Jul 2021 - Mar 2022

- Following safety procedures and guidelines to ensure a safe working environment.
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ACADEMIC BACKGROUND

Hmong American Peace Academy, Milwaukee WI **Sep 2014 - Jul 2021**

- Graduated in June 2021
- Took Computer Science
- JavaScript & Python
- Project Lead the Way (PLTW)/CAD
- Mock Trial

TRANSFERABLE SKILLS

- Programming languages (Python, JavaScript, DAX, PowerFX, SQL)
- Identify problems
- Follow orders
- Complete task