

Matthew Rossi

Information Technology and Management Professional with BA degree in Finance

CONTACT

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ABOUT

Born and raised in Tampa, Florida and a proud alumnus of the University of South Florida. After graduation I pursued my entrepreneurial spirit and opened 2 successful computer repair stores in 2004.

HOBBIES

Motorsports
Stock Market
Computers
Family

My name is Matthew Rossi and I graduated from USF in 2004 with a B.S. in Finance. After graduation I pursued my passion of IT and opened two computer stores in 2004. During this time, I serve as the manager of a team of six, accountant, system designer, master repair tech, customer service, inventory management, asset protection, RMM / MDM tech, and network security analyst. As this venture comes to an end, I am looking forward to exploring new opportunities with strong growth-oriented organizations where I can continue to grow and evolve my career.

As dedicated life-long learner, I am committed to always improving myself and strive both personally and professionally to grow and adapt with the rapidly changing demands of the IT industry. Cost-conscious, bandwidth-aware and security-focused it is my goal as an IT leader and professional to facilitate operational functionality that is both innovative, growth-oriented, and sustainable at scale.

Thanks for your time and consideration.



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PROFESSIONAL SKILLS

IT Operations Management
Customer Service Experience
Management Experience
Network Storage Solutions
CRM Administration
Systems / Network Admin
RMM / MDM Admin
Web Development

SOFTWARE / TOOLS

Microsoft Windows all versions,
MacOS, Microsoft 365, Ubuntu,
Atrex POS, Wordpress, Adobe
Creative Cloud, Salesforce
CRM, Acronis True Image,
Symantec Endpoint, QNAP,
Android, iOS, iPadOS, Basic
Azure, Connectwise Automate,
Connectwise Control

EDUCATION

University of South Florida,
State College, FL. B.S., 2004
Major: Business Finance
Graduated May of 2004

Employment

Store Owner / Computer Technician / Office Manager

ISORM Computers, Tampa, FL, May 2004 to Present

Repair computer hardware and or software
Provide tech support for end user and small business
Build new desktop computers
Managed employees at two office locations
Manage finances of the company
Provide customer service for any issues that arose
Maintain customer database and POS software
Admin for RMM / MDM Connectwise Automate / Control
Built and maintain websites using Wordpress, PHP, MySQL

Financial Advisor Internship

Merrill Lynch, Tampa, FL, May 2003 to January 2004
Learned techniques for risk analysis and retirement planning,
prepared marketing materials for seminars, maintained the
ACT client database, ensured client accounts were up to date

Grocery Stock Clerk

Publix Supermarkets, Tampa, FL, July 2001 to February 2003
Ensured that sale items were full on the shelf, helped
customers locate products and answered their questions,
maintained inventory

Store assistant manager

Video View, Tampa, FL, November 1999 to October 2001
Solved customer problems with our services, helped run the
front counter and lotto machines, assisted in the training of
new employees

Computer Technician

United Factory Computers, Tampa, FL, August 1997 to
October 1999
Repaired computers, helped customers via phone with
computer related questions, built new computer systems