

MATTHEW D. ERNST

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EDUCATION

Atlas School

Tulsa, Oklahoma

Diploma of Computer Science and Systems Programing

Completed an immersive program for Legacy Full-Stack Software Engineer with Specialization in Low Level and Algorithms, Systems Programming, Computer Science, Linux Programing, Advanced Algorithms, and Blockchain.

Expected Graduation April 2025

EXPERIENCE

Phillips 66 — Technical Support Specialist

Bartlesville, Oklahoma

January 2019 - December 2023

- Resolved an average of 100 technical support issues weekly using internal ticketing software, enhancing customer satisfaction by 20%
- Developed and implemented a new ticket prioritization system, improving response times by 30%
- Collaborated with cross-functional teams to optimize troubleshooting and improve system uptime.
- Created a knowledge base system, reducing repeat inquiries by 25%

Level 3 Communications — Tech Support Associate

Tulsa, Oklahoma

January 2016 - December 2018

- Managed over 200 technical support tickets monthly, minimizing downtime for critical systems by 15%
- Collaborated with engineers to identify and resolve system outages, improving network uptime by 15%
- Recognized for outstanding customer service and problem-solving skills

PROJECTS

R.E.S.T. <https://github.com/matternstr/atlas-capstone>

April 2025

Role: Backend Creator

- Collaborated on a Blazor Server web app that streamlines funeral service planning with contracts, obituary details, and service tracking using C#, .NET, EF Core, and MySQL.

Sea++ <https://github.com/matternstr/Sea-Application>

August 2024

Role: Backend Creator

- Developed a C++ game with Qt, focusing on programming terminology and interactive features.
- Implemented a scoring system and feedback mechanism to enhance learning and retention.

Pixel Perfect Game Selector <https://github.com/matternstr/Pixel-Perfect-Game-Selector>

December 2023

Role: Backend Creator, API Creator

- Developed a game recommending titles based on user preferences with a randomization algorithm.
- Summarized recommended games to match the user's style and preferences.

Shell Shocked <https://github.com/matternstr/Shell-Shocked>

August 2024

Role: Backend Creator

- Created a shell emulator with command execution and interactive support for environment variables.

SKILLS

Programming Languages: C, C++, Assembly (x86, ARM), Java, Python, JavaScript, NodeJS, Bash/Shell

Web Technologies: HTML, CSS, AJAX, axios, REST APIs

Databases: MySQL, SQLite, NoSQL

Tools & Platforms: Git, GitHub, Docker, Visual Studio, Vim, Nano, WSL, Linux (Debian, Ubuntu), Windows, Unix.

Systems & Dev Tools: GDB, Valgrind, Makefiles, CMake, POSIX Threads, System Calls, IPC

Networking & Embedded: TCP/IP Networking, Embedded Systems (Arduino, Raspberry Pi)

Computer Science Fundamentals: Data Structures, Algorithms, Compilers, Memory & File Systems, Kernel.