Matthew K. Pyatt

West Palm Beach, FL

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Experience

Lab Technician - Underwriters Laboratories (UL) - West Palm Beach, FL February 2019 to present

- Assesses interoperability of Bluetooth-enabled devices
- Records observed and/or calculated data on appropriate UL forms and prepares data sheets and test reports. Plans tests, evaluates test results and reports opinions and interpretations
- Executes plan-based testing procedures to evaluate the compatibility between two or more Bluetooth devices, including pre-release cellular phones, headphones, and vehicle stereo systems from several manufacturers such as Apple, Samsung, LG, Motorola, Honda, Ford and Subaru
- Evaluates the connection stability of supported Bluetooth profiles including Handsfree Profile (HFP), Advanced Audio Distribution Profile (A2DP), Message Access Profile (MAP), Object Push Profile (OPP), and Phonebook Access Profile (PBAP)
- Confirms proper codec negotiation by examining Bluetooth Protocol traces
- Investigates and documents any failures between devices by examining live Bluetooth communication streams and retrieving phone logs
- Analyzes connection and application stability between wifi-enabled devices and appliances
- Integrates continuous improvement concepts and techniques into all aspects of the job

Software Support Specialist (EMA)—Modernizing Medicine, Inc. - Boca Raton, FL October 2018 to February 2019

- Provided Technical Support for clients using Electronic Medical Assistant (EMA) web-based and mobile applications
- Worked with medical practices across several specialties to troubleshoot, identify and resolve issues and document Enhancement Requests
- Recreated and documented issues for further escalation
- Monitored and tracked the status of known customer issues to ensure resolution and customer satisfaction

Product Support Specialist—MyTaskit, West Palm Beach, FL August 2017- September 2018

- Provided Product Support to customers, supervisors and technicians using MyTaskit software via phone, email or TeamViewer
- Worked with clients to conceptualize and document enhancement requests, and to troubleshoot bugs and data issues within MyTaskit Web and Mobile Applications
- Documentation of enhancement requests, bugs and data issues in Team Foundation Server (TFS)
- Troubleshooting and documentation of internally reported bugs and data issues
- Contacted clients regarding the status of reported bugs and data issues and sending release notes for new deployments of the Web and Mobile Applications
- Monitored customer Key Performance Indicators (KPIs)
- Created and maintained weekly Customer Support reports in SalesForce Worked with the Development Team to prioritize enhancement requests, bugs and data issues
- Worked with the Quality Assurance Team to execute Functional, Regression, and Smoke Testing of new and existing features of the Web and Mobile Applications across various platforms

- Coordinated and conducted Training and Onboarding sessions for new supervisors and technicians with MyTaskit Web and Mobile Applications
- Recorded and edited marketing and user walkthrough videos using Camtasia software

Intern—MyTaskit, West Palm Beach, FL November 2016-August 2017

- Worked with the Quality Assurance Team to execute Regression and Smoke Testing of new and existing features of the Web and Mobile Applications
- Added client data to MyTaskit Web Application
- Technical Documentation of DockMaster and Point of Sale Modules using Madcap Flare software
- Built web pages using HTML and CSS coding
- Recorded and edited user walkthrough videos using Camtasia software

Quality Control Coordinator—Eulen America, Miami, FL October 2014-December 2015

- Conducted quality control inspections for airport operations, including wheelchair services & electric carts
- Ensured agents followed correct Standard Operating Procedures
- Responsible for issuing Quality Control reports informing managers and coordinators of potential airport violations

Agent (Passenger Services)—Eulen America, Miami, FL October 2012-January 2013

- Reviewed and verified passenger traveling documents at airport security checkpoints
- Loaded and unloaded passenger/commercial baggage
- Assisted passengers with disabilities and provided support to ensure successful operations of guest services

Lead Agent H&R Block—Precision Response Co., Miami, FL January 2009-December 2012

- Assisted in troubleshooting software issues and provided customers with solutions to technical questions
- Approved Escalation Requests
- Worked in a team setting to train agents to solve software issues
- Implemented Help Desk best practices

Education

Palm Beach Code School—Palm Beach Gardens, FL Class of 2016

- Graduating Certificate in Web Design and Development

Miami Dade College—Miami, FL Class of 2012

- Associates of Arts Degree in Music and Music Education

Skills

- Frontline ComProbe Protocol Analysis
- Teraterm Pro
- Web Development
- Technical Documentation
- HTML
- CSS
- Search Engine Optimization
- MyTaskit Pro
- QuickBooks Premier
- QuickBooks Online
- DockMaster
- Camtasia 9
- Reflector 3
- SalesForce
- Microsoft Office
- Google G Suite