

Matt Panah

512-364-5983

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EDUCATION

Texas Tech University, Rawls College of Business

Bachelor of Business Administration in Information Technology

Lubbock, Texas

December 2018

- Concentration in Telecommunication and Network Management
- GPA: 3.41

Austin Community College

Associate of Applied Science in Network Security Administration

Austin, Texas

December 2016

- GPA: 3.2

WORK EXPERIENCE

Deutsche Bank

Analyst

Cary, NC

August 2019 - Present

- Provide application support and documentation for online services and clients
- SL2 Service support for customers and SL3, batches and jobs monitoring

Texas Tech University Health Science Center IT Division

Student IT Helpdesk

Lubbock, Texas

February 2017-Jan 2019

- Provide IT consultation services in hardware/software management
- Conduct site visits to identify technical needs
- Perform software test and hardware quality control

Samsung Austin Semiconductor

Quality Control Technician

Austin, Texas

February 2014-August 2015

- Conducted monitor and quality control
- Troubleshooted of semiconductor wafers production
- Minimized potential defects on integrated electronic chips

Carrefour

Office Automation Sales Manager

Tehran, Iran

April 2009-April 2010

- Managed 15 personnel in sales area and section office
- Conducted training sessions for sales staff

Tazarv Afzar Engineering Company

Tehran, Iran

Technical Support Supervisor

June 2006-April 2009

- Software and hardware installation for Computer Telephony Applications and Voice Logging Systems
- Perform software test and hardware quality control for Call Center and CRM
- Troubleshooting and customer service via emails, phones and in person
- Client assessment to recognize their needs and offering compatible solution package

Programs and Apps

- Word, Excel, PowerPoint, MS Project, Photoshop, Power BI, Wireshark, DOS, Linux, VMware, Visio, Visual Paradigm, Putty, Control-M, SQL, Azure, HTML, TCP/IP, VPN, VoIP, ServiceNow, JIRA, Geneos