Matt (Hong Tuan) Ingalls

HELP DESK SUPPORT | CUSTOMER SERVICE | IT TROUBLESHOOTING

PROFESSIONAL SUMMARY

I've always enjoyed helping people and figuring out why something isn't working. Whether it's answering a customer's question, helping a coworker navigate a system, or troubleshooting a device, I like finding solutions and making technology easier to understand. My experience in customer service, retail, and digital design has taught me to listen, stay patient, and adapt when things don't go as planned. I'm excited to bring that experience and my willingness to learn to Dartmouth Health's User Support team.

PROFESSIONAL EXPERIENCE

Asset Protection / Receiving Associate

2023 – Present

Walmart

- Troubleshoot handheld devices, scanners, and internal-system connectivity issues to keep daily operations moving.
- Assist associates and customers with questions and problems, explaining processes and solutions in clear, patient terms.
- Resolve issues efficiently with coworkers, vendors, and other departments.
- Review inventory and transaction reports and keep accurate documentation and records to identify and resolve discrepancies.
- Stay reliable and adaptable in a fast-paced environment, with close attention to detail, accountability, and teamwork.

Graphic Designer / Motion Graphics

2021 – 2023

Ukiyo Kumo

- Maintained and troubleshot production workstations and creative software.
- Managed cloud storage, file organization, and production workflows for the team.
- Communicated with team members and stakeholders to understand requests and deliver accurate work on time.
- Used Adobe Photoshop, Illustrator, and After Effects; created more than 100 motion graphics advertisements and managed newsletters and sign-up forms in Klaviyo.

Customer Service / Front End

2018 – 2021

Food 4 Less

- Assisted customers in a high-volume retail environment with purchases, questions, and concerns.
- Listened to customer concerns, identified problems, and worked toward practical resolutions.
- Operated point-of-sale systems and processed transactions accurately while communicating in a friendly, professional manner.

TECHNICAL PROJECTS

XPBar Island — WoW Classic Addon

- Developed and published a World of Warcraft Classic addon that presents live character progression in a compact, easy-to-read interface.
- Tested and debugged features, documented updates, and incorporated player feedback to improve usability.
- Reached 470 downloads within the first two days of release.

Inventory Audit Workflow Optimization

- Designed a more efficient tracking workflow for high-value inventory at Walmart that reduced manual audit work by approximately 50%.
- Streamlined repetitive audit steps and closed gaps in the existing process to improve the accuracy of inventory records.

CUSTOMER SERVICE & COMMUNICATION

- Assisting Customers and Coworkers
- Active Listening
- Calm Problem Handling
- Explaining Technical Solutions Clearly
- Device Troubleshooting
- Reliable Team Collaboration
- Learning New Systems Quickly

TECHNICAL SKILLS

OPERATING SYSTEMS

Windows 10 and 11
macOS

HARDWARE & TROUBLESHOOTING

Windows and PC Troubleshooting
Device Setup and Connectivity
Handheld Scanner and Peripheral Support
Basic Network Troubleshooting

SOFTWARE & APPLICATIONS

Microsoft Office and Excel
Software Installation and Configuration
POS and Inventory Systems
Basic Command Prompt and PowerShell

DOCUMENTATION & PROBLEM RESOLUTION

Technical Documentation
Records and Report Review
Calm Problem-Solving

EDUCATION

El Camino College
Business and Psychology