

# Matt Visconti

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Ideation | Relator | Learner | Input | Individualization

I have always been a voracious learner. Few things excite me more than brainstorming new ideas. It has been the driving force behind many of my career choices. When I am working with a system and I see an opportunity to improve upon it, my desire to learn is not simply satisfied with making a suggestion and leaving it at that. I want to dig deeper. I want to understand "why". And once I do, I want to improve. Having accomplished that, I want to teach others what I have learned from that experience.



[mattvisconti.com](http://mattvisconti.com)



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## Skills

### Technical

Service Desk/Developer  
Training, Adobe CC,  
Training Manuals,  
CompTIA A+,  
ITILv4 Foundation

### Project Mgmt

ServiceNow, ITIL,  
SDLC(Agile, SCRUM,  
Waterfall), Staffing/Budgets

### Coding

HTML, JavaScript, JSON,  
CSS, AngularJS, SQL

## Education

IT ServiceNow  
Bootcamp/Apprenticeship  
07/2021-Present

Connecticut School of  
Broadcasting  
TV and Radio  
Communications  
Grad. 04/2010

## Experience

### Freelance

- Tradeshaw Coord./Promotions 02/2015 – Present
- Coordinated between client and venue to maximize product visibility at trade shows
  - Recruited, trained and supervised Brand Ambassador teams for client promotional events
  - Customized design layouts for trade show event spaces for an individualized experience

### BarkingDog Social Media

- Lead Writer 09/2014 – 01/2016
- Authored press releases, site biographies and provided proofreading services for clients
  - Analyzed social media content & trends and created tailored outreach programs
  - Mentored clients in use of social media services to increase online presence

### KPMG

- Help Desk Trainer 08/2006 – 05/2010
- Conceptualized and narrated technical training modules for global Service Desk teams
  - Composed and edited scripts for entire Service Desk training curriculum
  - Recorded, edited and mixed down finished audio product using DAW program

### Verizon Wireless

- IT Trainer 08/1996 – 07/2006
- Authored reference data training program, including all manuals and curriculum
  - Instructed developer classes around the country of up to 30 students per session
  - Streamlined tax code input into SQL during major merger, cutting upload times by 80%