

Contact

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Top Skills

Typing
Insurance
Healthcare

Certifications

TestOut PC Pro
TestOut Linux Pro
Learning Cyber Incident Response and Digital Forensics
Social Media Marketing: Strategy and Optimization
Microsoft Loop for Beginners

Honors-Awards

Independence University Online Presidents List
Independence University Online Dean's List
Independence University Online Presidents List

Matthew Hill

Passion for Technology, Cybersecurity, and Networking
Spokane, Washington, United States

Summary

Dedicated customer service and technical support professional with 15+ years in call centers and 20+ years managing CRM/ticketing systems. Passionate about creating positive, solution-focused customer experiences. Known for a strong work ethic, problem-solving skills, and a proactive approach. Currently pursuing a Bachelor's in Cybersecurity at Full Sail University.

Experience

Delta Dental of Washington
Customer Service Specialist
February 2026 - Present (4 months)
Spokane, WA

Deliver professional customer support while safeguarding sensitive member information in accordance with HIPAA and organizational security policies. Resolve inquiries, document interactions, and utilize multiple systems and technologies to provide accurate, timely solutions. Maintain a strong commitment to data privacy, customer satisfaction, and operational excellence.

Wave Broadband
Customer Care Advocate
September 2018 - January 2019 (5 months)
Kirkland, WA

Provided top-tier customer support and technical assistance for cable, internet, and phone services at Wave Broadband. Resolved billing, payment, and service issues while educating customers on offerings. Focused on building positive rapport and delivering solutions to enhance customer satisfaction.

PACE Staffing Network
Customer Service Representative
December 2015 - April 2016 (5 months)
Tukwila, WA

Managed inbound customer service calls at Group Health (via Pace Staffing), providing information on benefits, premiums, claims, and billing. Efficiently directed inquiries and followed up on escalations. Ensured HIPAA compliance.

Booking.com

Customer Service Executive

March 2015 - October 2015 (8 months)

Bellevue, WA

Primary contact for lodging staff and guests, efficiently resolving reservation and service inquiries. Managed customer complaints, including oversold rooms, finding effective solutions. Collaborated to address complex issues and enhance customer satisfaction.

Volt

Clerk 1

March 2012 - June 2012 (4 months)

Redmond Microsoft Campus

Performed data entry for the Usability Research department at Microsoft (via temp agency), inputting leads from local events into their database to facilitate contact with potential research study participants.

Holland America Line

Reservations Agent

May 2008 - July 2009 (1 year 3 months)

Provided comprehensive customer service to the public, B2B, and travel agencies, managing cruise reservations (creation, booking, customization) and answering inquiries about destinations and services. Processed payments using a proprietary system.

Wireless Data Services Global

Customer Service Specialist

November 2005 - November 2006 (1 year 1 month)

Provided technical support and customer service to Verizon Wireless subscribers, troubleshooting connectivity (WWAN, LAN, Dial-Up) for various devices and supporting software installations. Expertise in mobile data platforms and resolving data connectivity issues (CDMA, EVDO, etc.) within Tier 2/3 queues.

Education

Full Sail University

Bachelor's degree, Cybersecurity · (February 2024 - July 2026)

Independence University

Bachelor's of Science, Networking and Information Systems
Security · (September 2017 - April 2021)