Matthew Manley | Adamsville, TN | 731-412-7751 | manley@thinkmanley.tech
Willing to travel (up to 100%) and relocate

IT support candidate with a strong foundation in troubleshooting, mobile fieldwork, and customer service, currently pursuing full CompTIA A+ certification. Open to nationwide travel and relocation, with proven ability to work independently in dynamic, on-site environments.

Work Experience

Motorcoach Operator
First Class Charter – Lawrenceburg, TN
Mar 2023 – Aug 2025

- Operated interstate routes under strict safety regulations

- Delivered strong customer service and adaptive travel planning

- Performed minor diagnostics and coordinated with maintenance teams

- Adapted to extended periods of travel and overnight assignments

School Bus Driver
McNairy County Schools – Selmer, TN
Jul 2017 – May 2023

- Managed daily student transportation safely and independently

- Handled parent/staff communication and resolved route changes

- Conducted vehicle inspections and responded to incidents professionally

IT Help Desk Technician (Student Position)
Middle Tennessee State University – Murfreesboro, TN
Aug 2014 – Jun 2016

- Provided Tier 1 technical support via phone, email, and in-person

- Diagnosed and resolved issues on Windows and macOS systems

- Used tools like Malwarebytes for virus and PuP removal

- Logged tickets and escalated when necessary

- Explained technical terminology and concepts in simple terms

Education

Middle Tennessee State University – Murfreesboro, TN
Coursework in Information Technology, 2014 - 2016

Adamsville High School – Adamsville, TN
High School Diploma, 2014

Certifications

- **CompTIA A+** (Core 1 complete, Core 2 Expected Sep 2025)

- **Tennessee Commercial Driver License – Class B**

Technical Skills

- **Operating Systems:** Windows 95–11, macOS, basic Linux

- **Hardware:** Custom builds, troubleshooting, peripheral install

- **Networking:** SOHO routers, VPNs, VLANs, basic IP configuration

- **Tools:** Cable testers, crimpers, ESD straps, USB boot media

- **Software:** Microsoft 365, TeamViewer, AnyDesk, CLI basics

- **Willing to travel and relocate nationwide for assignments.**