

# Matthew Luke Freeman

Bartlett, TN 38134

(901) 930-7501

[mlfreeman2004@gmail.com](mailto:mlfreeman2004@gmail.com) | [LinkedIn](#) | [mlfrman.com](http://mlfrman.com)

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## EDUCATION

### Master of Science – Computer Science

University of Memphis, Memphis, TN

Bachelor of Science – Computer Science

Bachelor of Science – Mathematical Sciences

Minor: Business Information & Technology

**Expected Graduation Date:** May 2026 / May 2027    GPA: 3.65

## SKILLS

Leadership, Communication, Problem-Solving, Collaboration, Adaptability, Time Management, Customer Service, Training/Mentorship, Attention to Detail, Decision-Making

**Languages:** Python, HTML, SQL

**Operating Environment:** Windows, macOS

**Business Tools:** Microsoft Office Suite

**Learning:** Ruby/Ruby on Rails, Linux/WSL, Git/Github, JavaScript

**Relevant Courses:** Computer Organization and Architecture, Network/Information Assurance, Database and Information Management, Critical Thinking Using Analytics

## EXPERIENCE

### Raymond James Identity Access Management Analyst, January 2025 – Present

UMRF Ventures, Memphis, TN

- Diligently granting/removing access to multiple systems within the required time frame.
- Troubleshooting users' access issues using available resources.
- Communicating effectively with clients through ticketing systems.

### Shift Lead – MLGW Billing Support, August 2024 – September 2024

UMRF Ventures, Memphis, TN

- Provided feedback and guidance to improve agent performance.
- Assisted in training new hires and creating process documentation for team development.
- Ensured smooth task handling and addressed team challenges.
- Worked closely with the supervisor to ensure policies are understood and followed.

### Agent – MLGW Billing Support, November 2023 – August 2024

UMRF Ventures, Memphis, TN

- Achieved top performance among all agents by clearing the highest percentage (11%) of billing exceptions.
- Worked with leadership to improve processes and update procedures.
- Maintained flexibility to take on additional tasks and work extra hours when necessary.

## HONORS

Alpha Delta Pi, May 2024 - Present

Helen Hardin Honors College, 2022 - Present

Provost Scholarship, 2022 – Present

Mu Alpha Theta, 2021 – Present

National Honor Society, 2019 – 2022

Honors Academy, 2019 – 2022

Beta Club, 2016 -2022

## INVOLVEMENT

Tigerchor (Tenor/Bass Choir), 2022 - Present

Study Abroad (Greece), 2023

Math Tutor, 2022

Genius Bar, 2022