MATTHEW HELTMAN

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EXECUTIVE SUMMARY

A **software developer** with *3.5* years of experience in IT services focusing on software and automation development. A highly motivated developer focusing on Python with a proven track record of specialized customer support.

FUNCTIONAL EXPERTISE

- **Software Development**
- **Project Management**
- **Customer Support**
- **Server Administration**
- **Attention to Detail**
- **Problem Solver**

FUNCTIONAL EXPERTISE DEMONSTRATED

Cloverdale Paint Inc (IT)

Jun 2018 – Jan 2022

A chemical manufacturer with ~1000 employees, ~$3,000,000 in revenues, ~70 locations Canada wide, and has partners like Dell, CDW, Ricoh, and Sophos.

IT Support Specialist

Responsible for daily support, administration, and maintenance of the IT infrastructure.

- **Software Development:** Designed, tested, and implemented several automation systems using Python to help reduce daily, weekly, and monthly workload for the team by ~740 hours a year.
- **Project Management:** Ensures the execution of the Companies highest priority projects e.g.: Lead the team on a nation wide printer rollout in 2018 of newly formed contract with Ricoh, including documenting all devices, documenting all installation steps and "How To's", and recycling of the old Xerox equipment.
- **Customer Support:** Very driven to deliver the best customer experience. Work with our customers daily to identify needs or difficulties and to resolve within our given SLA of less than 12 business hours.

Best Western

Oct 2017 - June 2018

A hotel franchise with more the 4700 hotels worldwide

Night Desk Auditor

First point of contact for guests and managing their accommodations

- **Customer Support :** Provide an unrivaled level of customer support by listening and accommodating to guests needs.
- **Attention to Detail:** Accurately entering in guests data at time of check in as well as going over the daily closing numbers to ensure accuracy
- **Problem Solver:** Working alone having to resolve guest needs without guidance.

Cloverdale Paint Inc (Abbotsford & Mission)

May 2010 - Oct 2017

Two locations within Cloverdale Paint Inc, each having about 5 employees, and revenues of 1.5 million a year.

Customer Service Specialist

Customer service and coatings sales to retail and commercial customers.

- **Customer Support:** working with customers to help manage their painting projects. Including; interior design, tools procurement, and accurate database input of customer and colour choices.

RELEVANT PROJECTS

Software Development (remote): Collaborated with a customer to build out a Java based Android app to allow him to record CRM data on his phone and send it back to a Linux server hosting a Python Flask app where he could collect and redistribute the data. (2021)

Server Administration: Administering a Linux server which is hosting a Flask app serving AlderAutomation.ca, file sharing, media sharing, Minecraft and Wire.g.uard VPN network. (2021)

EDUCATION

Codecademy 2021

- Java
- Android

OTHER RELEVANT INFORMATION

Technical Skills: HTML/CSS, Python, SQL, Linux, Sharepoint, Java, Android, Asana, Slack, Jira, Trello, GSuite, Git, GitHub, GitLab, Flask, Selenium, PHP, and Bootstrap.

Awards: Name of Award—Awarding Body (Year), Name of Award—Awarding Body (Year)