

Matthew Topping

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Full UK driving licence (Clean)

Personal Statement

An ICT Services Developer with significant experience in the NHS and Fire Brigade, excited to be looking for a new challenge after gaining AWS certification. All projects are undertaken enthusiastically. A self-starter ready to put skills into practice in a forward thinking organisation. Consistently striving to improve efficiency and looking for opportunities to use initiative. A driven individual motivated by attaining new competencies to aid in the consultation and delivery of projects.

Key Skills & Aptitudes

- AWS Certified Cloud Practitioner, currently studying for Solutions Architect Associate certification.
 - Excellent communication skills, both written and verbal, with colleagues, clients and subcontractors.
 - Being a proactive and efficient, self-directed learner.
 - Upholding the Brigade's core values to create a positive work environment.
 - Managing and prioritising own workload to meet deadlines.
 - An analytical mindset adept at problem identification and solving.
 - A flexible approach to working covering sickness periods and annual leave. Dealing with ad hoc queries and re-prioritise workload accordingly.
 - Proficiency in the use of AWS Services, SQL and Active Directory management.
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Key Technologies

- AWS Services
 - Python / Django
 - JavaScript
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Employment History

ICT Services Developer (August 2022 – Present)

ICT, Cleveland Fire Brigade

- Create and maintain new applications and web services to meet the needs of the brigade.
- Engage with stakeholders to ascertain requirements for service development.
- Hold regular scrum meetings to discuss upcoming tasks and targets.
- Support the Service Desk to resolve user issues, complete installations and carry out maintenance.

ICT Services Officer (June 2021 – August 2022)

ICT, Cleveland Fire Brigade

- First point of contact on the service desk helpline to resolve user issues and manage service provision.
- Install and maintain hardware and software at all sites across the region.
- Provide user guidance with new software e.g. Office 365.
- Attend and contribute to regular service development update meetings.
- Liaise with external contractors to supervise and coordinate works that impact ICT systems.
- Update and maintain asset inventories.

Medical Image Management System (MIMS) Administrator (November 2019 – June 2021)

Medical Photography, South Tees Hospitals NHS Foundation Trust

- Provide a comprehensive image management service in support of clinical assessment.
- Upload images on to MIMS restricting access to authorised users in accordance with patient consent.
- Provide MIMS access to trained clinicians by maintaining user accounts and system rights to ensure data protection.
- Inputting and manipulation of data in order to maintain system integrity and accurate records.

- Analyse and troubleshoot a range of IT issues and escalate as necessary.
- First line support for MIMS system users Trust wide by troubleshooting and checking configuration settings.
- Deliver training for MIMS and image upload to department and Trust wide staff.
- Monitor user activity ensuring compliance with Data Protection and Information Governance.
- Liaise with police, social services and child/adult protection services for the preparation of images for legal cases.
- Meet with software providers to arrange upgrades and discuss future system developments.

Imaging Support Worker (March 2013 – November 2019)

Medical Photography, South Tees Hospitals NHS Foundation Trust

- Completed Health Information Management course in 2014/15 to progress my role.
- The first point of contact for patients, booking in jobs and transferring them to photographers.
- Managing calls and directing enquiries to the appropriate member of staff.
- Receiving and distributing all department mail.
- Provide holiday and sickness cover to the system administrator.
- Quality checking jobs to ensure data validity and identifying how errors can be resolved.
- Ensuring all data was managed appropriately and disposed of in line with UK GDPR on retention periods.
- Producing monthly activity reports for management.
- Maintaining stock levels by ordering and receiving deliveries.
- Participation in audit activities and reporting.
- Also assumed the role of fire officer for the entire office staff.

Data Input Clerk (September 2008 – March 2013)

Rehabilitation Centre, South Tees Hospitals NHS Foundation Trust

- Data entry of therapist contact sheets into the hospital system accurately and timely.
- Managing incoming phone calls and mail.

Employment Gap Summary (February 2006 – September 2008)

- Voluntary work with a gardener. Volunteer at the Wildlife Trust. Plastering course. Bricklaying course.

Education

The Open University (September 2011 – September 2020)

Bachelor of Engineering (Honours), Upper Second-class Honours (2.1). Energy and sustainability pathway with modules including; Energy and Sustainability, Professional Skills, Structural Integrity and Mechanics, Materials and Design.

University of Sunderland (September 2014 – June 2015)

Postgraduate certificate in Health Information Management. Topics included process improvement for health information systems, application development and statistical representation.

University of Teesside (September 2000 – June 2004)

Studying BSc Computer Science; awarded a Diploma in Higher Education. Course content included programming languages, website design and database creation and administration.

Hobbies & Interests

I enjoy keeping fit by swimming, running and home yoga practice. I am an instructor in a virtual airline, an online community that replicates real-world flights using various flight simulators. I recently played guitar in a band which I hope to continue again. In order to continue learning new skills, I enjoy taking programming courses on Udemy.
