**Matthew Cookson**

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**Personal Statement**

Dedicated software support engineer with four years of experience in an ever challenging customer facing environment. I have developed great problem solving and multitasking skills by working in an active support role. Great team player but equally good at working on my own. Also have experience with JavaScript/web technologies, using and learning these languages and techniques primarily. I am willing to learn and adapt to new software and technology. I consider myself a quick learner and I am not afraid of a challenge.

**Skills**

* JavaScript
* HTML / CSS
* C#
* VB6
* SQL Server
* Git (<https://github.com/MCookson2>)
* Microsoft Office (Excel, Word, Outlook, PowerPoint)

**Employment history**

*Software Support Engineer, Key Computer Applications (Service Management Software).*

*September 2016 – Current*

* Querying SQL databases to find specific information/monitor performance and fixing data issues by writing and testing SQL scripts.
* Reading/debugging VB6 code to understand what the program is doing, to see why bugs may be appearing and stepping through the code.
* Resolving customer queries and problems with the supplied software.
* Ranging from advising on how to use the software, to investigating bugs/issues.
* Customer facing role, always on the first line.
* Working in a variety of bespoke customer environments.
* Smashing weekly target of 25 tickets resolved by over 30%.

**Education**

Edge hill University, Lancashire, 2013 – 2016

BSc (Hons) Computing (Games Programming), Classification: 2:1

Key skills gained:

* Good grounding of the C# programming language, this being the main language used throughout my degree.
* Several pieces of software used throughout my degree such as Unity3D, Visual Studio, Android Studio and Eclipse, have given me a variety of skill sets in games programming, mobile applications (Android) and general programming.
* Several team projects at university have shown how important communication and team work can be when developing a project.
* Outstanding communicator, team player and work equally well using own initiative.
* Final year project and dissertation - Investigation of Procedural Generation in Games Design to see Impacts on Re-playability. This project consisted of creating a procedurally generated cave system to look into how games systems effect the user’s enjoyment and re-playability.

**St. John Rigby sixth form college, Lancashire, 2011 – 2013**

A levels:

* History – A
* IT – C
* Mathematics - C

GCSE:

* English - B

**St. Peters Catholic High School, Lancashire, 2005-2011**

10 GCSEs, grade A-C including Maths and Science

**Additional**

Full and clean UK driving licence.

GDPR training.

*Reference available on request.*