Matthew Newland

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Portfolio: https://mhnewland.github.io

GitHub: https://github.com/MHNewland

# SUMMARY

Aspiring Software Engineer or Data Analyst, current Service Desk Analyst with 9+ years of providing technical support and troubleshooting for end users across various fields. Skilled in multiple programming languages such as Python, C#, Java, C++, SQL, JavaScript, and VBA along with version control software such as Git. Seeking to leverage my communication and troubleshooting skills along with my knowledge of programming to transition into a software engineering or data analytics role where I can contribute to developing innovative solutions and delivering data-driven insights.

# SKILLS

* Troubleshooting and repairing computers.
* Development environments including Unity, Visual Studio, and Android Studio.
* Python, C#, Java, C++, SQL, JavaScript, and VBA.
* Version control software including Git.

# PROJECTS

## TicketGraph

* **Repository:** https://github.com/mhnewland/ticketgraph
* **Skills used:** Python (tkinter and matpolotlib), SQL, VBA
* **Summary:** I was responsible for generating and managing reports to keep track of all IT teams' tickets. I developed an application using Python to see trending and snapshot information for each team to monitor their performance.

## **AnimeList**

* **Repository:** https://github.com/mhnewland/animelist
* **Skills used:** Python (playwright and streamlit), SQLAlchemy ORM
* **Summary:** Final project for Code Louisville’s Data Analytics course. I scraped data from two websites containing information about anime and built a website to be able to filter data and view a graph of the number of anime released over time based on the filters.

# 

# **EDUCATION**

## Code Louisville, Jeffersonville, IN - *Data Analytics*

January 2023 - July 2023

# EXPERIENCE

## UofL Health, Louisville, KY*- IT Service Desk Intermediate*

June 2021 - PRESENT

September 2020 - May 2021 (Contract through Advanced Business Solutions)

* Supported users by utilizing Active Directory to reset, unlock, and manage account access.
* Aided doctors with various issues in a fast-paced environment.
* Designed and sent multiple weekly reports to managers across teams.
* Taught myself VBA to increase efficiency, optimizing the time spent on a large report, going from 20 minutes each week to 30 seconds.
* Created and hosted training courses to increase performance.

## Thorntons, Louisville, KY*- Help Desk Analyst*

January 2018 - September 2020

* Managed a wide variety of issues ranging from fuel spills to auditing paperwork.
* Aided stores with fuel delivery audits.
* Detected and prevented fraud.
* Identified trending issues and reacted accordingly.

## Geek Squad, Louisville, KY*- Computer Repair technician*

February 2015 - February 2017

* Inspected issues thoroughly to lower the number of parts ordered per repair.
* Increased repair speed by memorizing disassembly steps for multiple computer models.
* Inspected each repair, ensuring quality work to prevent repeat issues.
* Spoke to clients and explained issues and solutions in a manner they could understand.
* Created an individual QA checklist for my team that reduced the number of failures found by the QA team.

## Geek Squad, Multiple *- Customer Service Rep.*

February 2017 - January 2018

July 2013 - February 2015

* Diagnosed both software and hardware issues and recommended solutions in a manner clients could understand.
* Clearly stated any issues and troubleshooting steps in service orders.

# ACHIEVEMENTS

* Earned Unity Essentials and Unity Junior Programmer badges through Unity’s learning pathways
* Participated in GameDev.tv’s 2022 GameJam.