Matthew Newland

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Portfolio: mhnewland.github.io

GitHub: https://github.com/MHNewland

# SKILLS

* 9+ years of troubleshooting and repairing computers
* 2+ years of C# with knowledge in Java, C++, SQL, Python, and Javascript
* 2+ years of Unity as well as Knowledge of Android Studio and Visual Studio environments.

# **EXPERIENCE**

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

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
* Assisted doctors with various issues in a fast-paced environment
* Designed and sent multiple weekly reports to managers across teams, one of which I automated
* Created and hosted trainings to increase performance

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

January 2018 - September 2020

* Handled a wide variety of issues ranging from fuel spills to auditing paperwork
* Assisted stores in audits to help discover when fuel was dropped into the wrong tank or delivered to the wrong store.
* 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
* Performed research to solve complex issues

# Achievements

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

# Current Projects

* I was accepted into Code Louisville’s Data Analytics course.