Matthew Newland

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Portfolio: https://mhnewland.github.io

GitHub: https://github.com/MHNewland

# SUMMARY

Aspiring software developer, current software development student skilled in multiple programming languages and 9+ years of technical support and troubleshooting for end users across various fields. Seeking to utilize my recent certifications to collaborate with others and help build innovative solutions.

# SKILLS

* Python, C#, Java, C++, SQL, JavaScript, and VBA.
* Version control software including Git.
* Familiarity with AWS
* Development environments including Unity, Visual Studio, and Android Studio.

# PROJECTS

## TicketGraph

* **Repository:** https://github.com/mhnewland/ticketgraph
* **Skills used:** Python (tkinter and matpolotlib), SQL, VBA

## Hyper-Ball

* **Repository:** https://github.com/MHNewland/Hyper-Ball
* **Game link:** https://play.unity.com/mg/other/webgl-builds-382429
* **Skills used:** Unity Visual Scripting, C#

# EDUCATION & CERTIFICATIONS

## Ivy Tech Community College, Sellersburg, IN

**Associate of Applied Science, Software Development**

* Expected Graduation: December 2024
* GPA: 3.526
* Made Dean’s list Fall 2 of 2023

**[PCAP-31-03] PCAP – Certified Associate in Python Programming**

* Certified through OpenEDG Python Institute
* December 2023

**Software Application Developer CT**

* Expected earn date: March 2024

**Software Development Technical Certificate**

* Expected earn date: May 2024

## Code Louisville, Jeffersonville, IN

## Data Analytics

* January 2023 - July 2023

# EXPERIENCE

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

September 2020 - PRESENT

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

## Help Desk Analyst - Thorntons, Louisville, KY

January 2018 - September 2020

* Managed multi-level issues from fuel spills to auditing paperwork.
* Collaborated with multiple teams to detect and prevent fraud.
* Identified trending issues and reacted accordingly.

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

July 2013 - January 2018

* 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.
* Contacted clients to explain 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.

# ACHIEVEMENTS

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