

Matthew Brompton

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Technical Support and Business Support

Summary

A highly competent and enthusiastic self-taught Technical Support and Business Support enthusiast with experience of providing advice and practical assistance to system users both face to face and over the phone. Highly focused with a comprehensive understanding of dealing with 1st line support calls from non computer-literate voluntary sector workers and an in depth knowledge of business management theory. Boasting a consistent & proven track record of successfully implementing new technologies that improve efficiency, reduce operating costs whilst increasing performance. Now looking for a suitable position with an ambitious & exciting company to support my University Education.

Work experience

Delivery Rider, Content Writer and Front End Developer

2016 - Present

Self Employed

Utilising all of my skills to earn a living after re-location to Ipswich. Riding for Deliveroo pays my bills while I work to practice my skills in content creation and front-end development. Writing content for multiple sites while building my own and learning new technologies and best practices. Sites include:

- flushheating.co.uk/
- dbshelp.co.uk/
- anotherblogblog.co.uk (now offline, copies available on request)

Another Blog Blog was a rushed project on Github used to assist in my decision during GE2017. I am in the process of re-designing a mobile-first site utilising the Jekyll content management system.

Business Support Assistant

2015 - 2016

Southampton Voluntary Services

Initiated Google Analytics while ensuring UK/EU law conformity. Worked to reduce calls to out-sourced IT personnel through 1st line support and skill instruction. Supported single-users in downloading, installing, and configuring software updates online. Managed projects including Southampton Shopmobility whilst leading small teams of volunteers and providing administration support for the charity. Originally hired in an Admin role, other tasks were soon devolved once competency was ascertained.

- Identified and resolved malfunctions while collaborating with agents and engineers from our third party IT company.
- Facilitated first time use and non-literate use of Salesforce and other applications.
- Directed and supported Volunteers as mentor and subject matter expert in managing customer service and IT issues.
- Routinely worked with Tier 1 and 2 agents and engineers to troubleshoot and resolve emerging issues.
- Discovered insurance and technical inadequacies; reported to management to determine resolution, issue solved within 24 hours.
- Performed comparative research to determine effectiveness of Google Analytics and usefulness of implementation and data protection requirements.

Held additional roles with Kingswood, Groundwork South , AAP Fundraising and various music events and organisers.

Education

Bsc (Hons) Business and Information Technology

2017 - Current

University of Suffolk

Combining technical computing expertise and high level business knowledge to fulfill Information Technology and management roles in any sector. Underpinning analytical and managerial skills for the business world, and key capabilities in programming, databases, software engineering, web technologies, cyber-security, big data and cloud computing; all essential areas that are in increasing demand for twenty first century IT. I have been accepted onto the course through a career background and strong personal interest in IT and business management fields.

Skills

Applications



Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, GIMP GNU, Mailchimp, Hootsuite, Salesforce, Tableau, MAMP, IDE's and more.

Languages/Technologies



Java, ARM (RISK) processing, HTML5, CSS3, JS, Git, Windows CMD, Powershell, Linux/Mac terminal, Jekyll, Ruby and more.

Hardware/Systems



PC maintenance, Admin, Routers, Server/Phone line Patching, Mac OSX, Linux Ubuntu, Windows XP - 10, Raspi, sound engineering and recording equipment, Much more.

Databases



MS Access, MS Excel, Other Freeware equivalents (e.g Google docs, Apache Open Office), CSV, JS and Java arrays , SQL, MySQL, Json

Core Competencies

- Support Plans
- Risk Assessment (Dynamic/Comprehensive)
- IT Taster Session Instruction
- Project Management
- Troubleshooting
- Anti-virus systems and practices
- Ransom-ware Removal
- Customer Service
- Self-Employed Taxes
- File Restoration
- Touch-Typing
- Crypto-Jacking discovery and removal
- Invoice Handling
- Business post in/out
- Technical Support
- Start-up advice (Voluntary Sector)
- Quality Assurance