Matthew Stockdale

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Summary

Highly experienced IT professional with over a decade of experience in enterprise IT support, seeking to transition into a software development role. Proven track record of successful design and development of IT systems, and experience in a wide range of technologies, including cloud, virtualization, and networking. Strong problem-solving and communication skills, and a passion for learning new technologies.

Skills

Programming Languages:	Python, Javascript
Platforms and Frameworks:	Django, React, AWS

Projects

Face Finder *Python, Javascript, Django, React*   https://facefinderapp.com

Web application that uses a face recognition machine learning model to search for a face from one photo in a different photo. Users can upload photos of their own to search or use the random face button to generate two preset photos to search.

Best Buds *Python, Django, Postgresql, AWS*   https://bestbuds.app

Web application for a licensed cannabis caregiver that is used to provide patients with inventory and product information. The client manages their entire product database through an administration panel.

A1 Blendz *Python, Javascript, Django, Postgresql, AWS*   https://a1blendz.com

Professional website for a barber that features pictures and videos to showcase the client's work. Customers can view services and prices or even book an appointment or send an email directly to the client without leaving the website. Client manages content displayed on the page through the administration panel.

Professional Experience

Self Employed   Indianapolis, Indiana
IT Consultant   July 2019 - Present

- Successfully managed a portfolio of 3-5 clients with 10-25 users each, providing end-to-end IT support and maintaining a 100% client retention rate.

- Spearheaded the development of custom software solution for an insurance company that increased efficiency by 25%, saving the client over $50,000 in operational costs.

- Improved data security for clients by implementing comprehensive security protocols, resulting in zero data breaches over the past two years and a 50% reduction in security incidents.

- Reduced IT expenses for clients by 20% by identifying and eliminating unnecessary software and hardware costs.

Indy Hanger   Indianapolis, Indiana
IT Director   October 2017 - July 2019

- Led the successful completion of multiple technical projects, including the deployment of an Enterprise Resource Planning system, resulting in a 20% reduction in the yearly IT budget.

- Migrated the physical IT infrastructure to a virtual environment, resulting in a 40% reduction in hardware and maintenance costs.

- Developed and implemented a comprehensive IT security strategy, resulting in a 75% decrease in security incidents and zero data breaches during tenure.

Chevron   Houston, Texas
Technical Support Analyst   August 2009 - October 2017

- Managed and dispatched over 10,000 break-fix tickets for Chevron sites across the world, ensuring timely resolution within strict SLA timeframes and maintaining a 95% client satisfaction rate.

- Streamlined the incident management process, resulting in a 30% reduction in the average time to resolve incidents and a 20% improvement in customer satisfaction.

- Held the highest customer satisfaction rating on a team of over 200 technicians.