

# Matthew Webster

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## CONTACT

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## WORK EXPERIENCE

### Nitec Solutions

**May 2018 — Present**

Service Desk Engineer

I joined Nitec Solutions, an MSP based in Antrim as a placement student in May 2018. I completed my placement year with the company and continued working part time through my final year of university until I was offered a full-time role upon graduation.

Some Responsibilities of this role are:

- Independently problem-solving technical issues.
- Providing first line customer service and troubleshooting issues.
- Resolving issues with Office 365, Azure, Mimecast, WatchGuard, Windows, Networking and Windows Servers.
- Remotely assisting customers to troubleshoot and resolve any technical problems.
- Travelling to customer sites to physically troubleshoot issues / install hardware.
- Collaborating with 3<sup>rd</sup> party companies to provide support to end users.
- Training and providing support to new employees within the service desk team.
- Documenting standardized processes.
- Logging issues as tickets using ConnectWise Manage CRM software.

## SKILLS

- Experience working within Visual Studio and Android Studio.
- Experience working with Java, C#, C++, SQL, HTML, CSS and PHP.
- Mobile App Development.
- Experience using CRM software.
- Problem Solving Independently.
- Working as part of a team.
- Working with PowerShell to automate processes.
- Using Source Control such as GitHub.
- Experience with Web Development.

## EDUCATION

### level 3 BTEC Diploma in ICT

**2014 — 2016**

NRC Coleraine

*Level 3 BTEC Diploma: DDM (AAB at A-level)*

### Computer Science BSc (Hons)

**2016 — 2020**

Ulster University, Magee

*Awarded an Upper Second-Class Honors (2:1)*

### **Dissertation**

My Dissertation was simply titled “Low-Cost Smart Home System”. The aim of this project was to develop a low cost, informative smart home system that allowed the user to view information about their home via an android mobile application. This system consisted of 4 main components – the Arduino Microcontroller collecting data from the various sensors, sending these readings to a PHP file hosted on matthew-webster.com, the Firebase Realtime Database and the Android application.

### **INTERESTS**

In my spare time I like to read about new technologies, keeping up to date with the world of tech. Outside of this, I enjoy going on runs / walks, archery, playing basketball, football and gaming with friends.

### **REFERENCES**

References available upon request.