Matthew Richardson - C.V.
Nationality -British
Location - Ipswich, Suffolk
Car Driver - Yes
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Skills:

- **SQL / Wherescape**
- **Databricks**
- **Qlikview / QlikSense / Basic Power BI / Zoho Analytics**
- **Concept / FSI GO**
- **Jira /Service Now /Zendesk /Autotask / Connectwise / Top Desl**
- **HTML /CSS /Python/Javascript**
- **Github / Gitpod**
- **Unity**
- **Azure / AWS / IBM Watson**
- **Photoshop / Microsoft Office**
- **Salesforce / Dynamics**
- **Mitel / MacAfee / Active Directory**

Skill Profiles:

- Fullstack Diploma with Code Institute Coursework:
  https://github.com/Zombietiko/TouchDown-My1stMileStoneProject
  https://github.com/Zombietiko/MyBerlinRecommendations.io
- Stack Overflow skills profile:
  https://stackoverflow.com/story/tiko
- Salesforce training profile:
  https://trailhead.salesforce.com/me/mrichardson17
- Microsoft training profile:
  https://docs.microsoft.com/en-gb/users/matric2020/
- Acclaim Certifications:
  https://www.youracclaim.com/users/matthew-richardson.5cc180e4/badges
- Unity:
  https://connect.unity.com/mg/2d/zombietiko_unity_platform_test

Employment History

Link Asset Services – Temp Contract - IT Service Desk Engineer – May 2020 – Present

- Answering customer calls.
- Logging customer issues and requests in Top desk.
- Completing service desk tickets from issues to password resets.
- Completing Laptop setups for users to be able to work remotely.
- Assigning tickets to members of staff and myself to resolve.

Fred Olsen Cruise Lines –Business Intelligence Data Analyst – November 2019 to April 2020

- Understanding the business strategy and objectives, to build data analysis to support it.
- Translating business questions into data and analysis requirements.
- Exploring various data sources of information and structures.
- Collaborating with stakeholders to identify the business requirements and the expected outcome.
- Extract data using the BI tools available within the business
- Contribute in the design and delivery of data requests for various business units
- Collaborate with database architects to ensure consistency in the data used to support reporting and analysis.

AXA Insurance - Operational Support & Reporting Analyst - April 2019 – November2019

- Collate and present financial information for financial reports and returns
- Develop key contacts to clarify data and resolve discrepancies
- Highlight issues for action within the framework of key financial
- Respond to MI queries
- Consulting with key business contacts on delivery and improvement of key goals
- Obtain regular feedback on services to ensure continuous improvement for processes**.**

Atalian Servest Group – Application Support Analyst - August 2018 - April 2019

- SQL querying and the updating of databases.
- Creating QlikSense dashboards for clients and senior management staff report from various data stored in our SQL database.
- Provide problem diagnosis and MI trend analysis on support tickets.
- Creating tickets in Jira to improve various applications performance through sprint cycle.
- Managing application support ticket queue through Manage Engine that have been logged by users via email and telephone about various bespoke Facilities management software such Concept and FSI Go.
- manage Customers expectations through to resolution or updating on progress of their incidents/requests.
- Managing application support ticket queue through Manage Engine that have been logged by users via email and telephone about various bespoke Facilities management software such Concept and FSI Go.
- Provide problem diagnosis and trend analysis on support tickets.
- Creating tickets in Jira to improve various applications performance through sprint cycle.
- Proactively manage Customers expectations through to resolution or updating on progress of their incidents/requests.
- To create and update various reports from security scans
- SQL querying and the updating of databases.

Diligent - Customer Support Specialist - April 2018 - August 2018

- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Gather customer's information and determine the issue by evaluating and analysing the symptoms
- Diagnose and resolve technical and software issues involving internet connectivity, login problems and more
- Research required information using available resources
- Follow standard processes and procedures
- Identify and escalate priority issues per client specifications
- Redirect problems to appropriate resource
- Accurately process and record call transactions using a computer and designated CRM software

Green Duck - IT Engineer - Sept 2017 – April 2018

- Respond to incoming requests from customers via email and telephone.
- Logging of all incidents in the appropriate call logging software, ensuring all relevant information is obtained, correct categorization, contract, SLA is chosen and advise caller of unique call reference number.
- Provide problem diagnosis, using appropriate support tools to provide resolutions
- Assign calls to correct third party queues where appropriate.
- Maintain customer service standards by answering all calls promptly, remaining courteous and professional.
- Proactively manage Customers expectations through either resolution of or updating on progress of their outstanding incidents/requests.
- Escalate any issues but try and ensure they are dealt with before problems occur.
- Track and monitor calls that are with third parties, to liaise with third parties for a resolution and escalate
- Resolve and close cases to customer satisfaction or escalate if changes or development is needed.
- Ability to work under pressure in a demanding environment

Fargo Systems –Application Support Analyst - April -July 2017

- Respond to incoming requests from customers via email and telephone about Fargo's system bespoke software TOPS and CYMAN.
- Logging of all incidents in the appropriate call logging software, ensuring all relevant information is obtained, correct categorization, contract, SLA is chosen and advise caller of unique call reference number.
- Provide problem diagnosis, using appropriate support tools and resolution for bespoke software for the Freight and Logistics industry. Assign calls to correct third party queues where appropriate.

- Maintain customer service standards by answering all calls promptly, remaining courteous and professional.
- Proactively manage Customers expectations through either resolution of or updating on progress of their outstanding incidents/requests.
- Escalate any issues but try and ensure they are dealt with before problems occur.
- Track and monitor calls that are with third parties, to liaise with third parties for a resolution and escalate
- Resolve and close cases to customer satisfaction or escalate if changes or development is needed.
- Ability to build relationships with resolving teams and service management teams
- Ability to work under pressure in a demanding environment
- Adhering to complex processes and procedures.

Capita SIMS/FMS & Capita CCRS – Application Support Analyst - August 2015 - April 2017

- Respond to incoming requests, via a variety of media, against thresholds in line with the contracted service levels.
- Logging of all incidents in the appropriate call logging software, ensuring all relevant information is obtained, correct categorization, contract, SLA is chosen and advise caller of unique call reference number.
- Provide problem diagnosis, using appropriate support tools and resolution for desktop problems. Assign calls to correct third party queues where appropriate.
- Maintain customer service standards by answering all calls promptly, remaining courteous and professional.
- Proactively manage Customers expectations through either resolution of or updating on progress of their outstanding incidents/requests.
- Escalate any issues but try and ensure they are dealt with before problems occur.
- Track and monitor calls that are with third parties, to liaise with third parties for a resolution and escalate when resolution is not moving forward within the appropriate timescales.
- Resolve and close cases to customer satisfaction or escalate to the appropriate ITS Management where further direction is required.
- To contribute to overall achievements of required Service Level by maintaining agreed personal targets. Assist in ensuring SLA's and KPI's are met
- Responsible for ongoing performance against appropriate Service Level Agreements and ensuring that these are continually improved
- Ensure processes are documented and updated as necessary.
- Ability to build relationships with resolving teams and service management teams
- Ability to work under pressure in a demanding environment
- Co-ordination and management of multi stranded work streams
- Adhering to complex processes and procedures.
- Ensuring Knowledge Base articles are regularly reviewed and updated
- Training and mentoring new starters and acting as an ongoing point of escalation

Education and Qualifications

- Oct 2005-July 2007 - FDA in Fashion Styling & Photography Grade Merit, London College of Fashion.
- Sept 2001- June 2003 Advanced BTEC National Diploma in Photography Grade Merit, South East Essex College.
- Sept 1995-July 2001 GCSE's grade A-C, Anglo European School Grade