**Matt Youman**

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**SUMMARY OF EXPERIENCE AND QUALIFICATIONS**  
• 10+ years of extensive experience in supporting computers, peripheral devices and networks  
• ITIL V3 Foundations Certified in Service Management (June 2012)  
• HDI Certified Desktop Support Technician (May 2012)

**EDUCATION**  
Warners Bay High School - 2003 – 2008

**INTERPERSONAL SKILLS**

* Strong analytical and troubleshooting skills
* Excellent communication and relationship-building skills
* Ability to communicate effectively with all levels of employees and management
* Exceptional customer service skills
* Excellent time management skills
* Strong leadership skills

**LANGUAGES**

* English (Native)
* Spanish (Intermediate)

**PROFESSIONAL EXPERIENCE**

**Sydney Technology Solutions – Sydney, Australia | February 2016 - Present  
Freelance Senior Systems Engineer (Contract) – Full Time/Contract**

**Role:** Working remotely providing Level 1/2 support within the Professional Services Team supporting the infrastructure of a large number of client within Sydney and its surrounding suburbs.

**Duties:**

• IT support relating to technical issues involving core business applications, as well as virtual environments built on Citrix, Microsoft, and VMware

• Design, implementation, and support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint

• Engineer and implement system solutions for customers using technologies that meet their needs

• Implement and support disaster recovery solutions

• Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security

• Remote access solution implementation and support: VPN, Terminal Services, and Citrix

• System documentation and consulting services to include system reviews and recommendations

• Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages

• Covering as Help Desk Team Leader when the current Team Leader is on leave or unavailable, this includes managing and providing support for a team of 4 remote staff members.

**Green Fields Technology – London, UK | May 2015 – February 2016  
Service Operations Engineer – Full Time/Permanent**

**Role:** Working within the Professional Services Team, out in the field and supporting the infrastructure of a large number of client sites in London.

**Duties:**

* On site client deployments.
* Help Desk Level 2
* Remote Support
* Business Development
* Account Management
* Service Delivery Management
* Customer and Client Relations
* Network administration.
* Client communication.
* Incident Management and service requests.
* Consultation Services
* System checks.
* Documentation
* Monitoring and reporting.
* Escalation management.
* Project work
* Server Management
* Roll outs
* Active Directory, Group Policies
* DHCP, DNS, WINS troubleshooting
* Microsoft Exchange Support
* Email content filtering/backup – Mimecast
* Virtualization
* Terminal Services- Citrix - Support and Administration

**Nesta – London, UK | April – May 2015  
IT Analyst (Contract) – Full Time/Contract**

**Role:** Provide technical support to all users across a number of sites within the UK.

**Duties:**

* Implement ICT infrastructure & desktop solutions with a focus on lasting specifications and value.
* Show accountability for ongoing issues and present progress reports to Senior Management.
* Administration and troubleshooting of virtual servers, storage, desktops and software.
* User training and support as required.

**Life Without Barriers – Newcastle, NSW, Australia | December 2014 – March 2015  
IT Service Desk Engineer – Full Time/Contract**

**Role:** Support the ICT Applications suite and provide quality customer service to the business.

**Duties:**

* Maintain the availability, security, integrity, performance and enhancements of the ICT technology environment.
* Provide operational support for all ICT equipment.
* Provide 1st level operational support for all ICT Applications.
* Software support and upgrades.
* Provide 1st level support in accordance with ICT incident, problem and change management processes and procedures.
* Ensure assets are documented and managed within the appropriate systems Train end users on the software and hardware offered by the business.
* Ensure the security and availability of ICT services through regular testing and audits.
* Ensure continuous improvement of ICT services, practices and processes in line with industry advances to ensure the business remains competitive with best in class ICT services.
* Complete reporting as requested by management covering such things as incident trending, call abandonment rates, performance and availability.

**Mingara Leisure Group – Central Coast, NSW, Australia | June 2014 – September 2014  
IT Support Officer - Full Time/Contract**

**Role:** Provide technical support to all users across multiple sites in NSW.

**Duties:**

* Provide over-the-phone troubleshooting, desktop support, server, networking and telephony issues.
* Assist System Administrator
* Server Maintenance
* Software support and upgrades.
* Provide support for Windows 7, Windows 8 and Mac OS X.
* Active Directory 2003 support and maintenance.
* Windows Server 2008 support and maintenance.
* Train end users on the software and hardware offered by the business
* Creating and maintaining user documentation
* Creating and maintaining support documentation
* Liaising with external contractors for extended support.
* Liaising with vendors for the procurement of goods and services

**Travel – UK, Europe and USA  
February 2014 - May 2014**

**Asciano Ltd - Newcastle, NSW, Australia | January 2012 – January 2014  
IT Field Services Technician – Full Time/Permanent**

**Role:** Provide IT support for onsite and regional offices, provide end user training and documentation.

**Duties:**

* Co-ordinate and host IT training workshops for new and existing staff members
* Creating user guides and support documentation for new technology being piloted to the business.
* Co-ordinating and providing training for new technology being piloted to the business.
* Training relevant support parties to be able to provide sufficient support for new technology being piloted to the business.
* Providing group and one-on-one training to train staff on the use of hardware and software offered by the business.
* Creating and maintaining user documentation.
* Creating and maintaining support documentation.
* Resolving incidents escalated from the Service Desk.
* Providing hardware, software, network and application support, liaising with internal and external IT resources.
* Undertake internal project tasks, deployments and quality control activities.
* Supported over 1000 users across 13 sites spread out through Northern NSW, this involved providing support face to face, over the phone, via email and using remote support software.
* Provided support for Windows XP/7, MS Office 2007/2010 and various other
* corporate applications.
* Provided maintenance for Active Directory 2003 and MS File/Print Servers.
* Provisioning, maintenance, updating, replacing and decommissioning of all MS and server operating systems.
* Procurement of all IT equipment including PC, Printing, Telephone and Networking hardware. LAN/WAN troubleshooting.
* Liaised with external contractors for extended specialist support.
* Liaised with vendors for the procurement of goods and services.

**Projects:**

**Greta Train Maintenance Facility IT Mobilisation**

Assisting the Asciano PMO IT Mobilisation of the $110m Pacific National Train Maintenance Facility in Greta. This included hardware and software rollouts, overseeing and assisting with the installation of network infrastructure, liaising with 3rd party vendors for installation of hardware used in the field, providing technical support/consultancy for all customers based at the site.

**Asciano Video Conferencing Solution**

Implementing a stable and reliable video conferencing solution to the business. This included liaising with the PMO for testing and compatibility with the Asciano IT Environment. Developing support documentation for the business and the Asciano Service Desk. Providing end user and technical support training. Releasing the video conferencing solution to the business.

**University of Newcastle - Newcastle, NSW, Australia | May 2011 – December 2011  
IT Client Services Officer – Full Time/Permanent**

**Role:** Provide training, support of technology via phone (Service Desk) and on site (Level 2 Desktop Support) to students, staff and affiliates of the University of Newcastle.

**Duties:**

* Educating students and staff on the IT Services provided by the University of Newcastle.
* Creating and maintaining user documentation.
* Creating and maintaining support documentation.
* Co-ordinate and host frequent technology workshops for staff and students.
* Update and maintain the ‘IT Services’ support wiki.
* Provided support for Windows XP, Windows 7, Mac OS X and Linux.
* Provided support for over 500 corporate applications.
* Remote support and software installations using Altiris.
* User management via Active Directory.
* Liaised with vendors for the procurement of goods and services.
* Maintenance, Replacing and Decommissioning of all Microsoft Operating Systems.

**NSW Department of Education - Newcastle, NSW, Australia | August 2009 – April 2011  
Technical Support Officer – Full Time/Permanent**

**Role:** I started the role under an IT Internship and eventually graduated into a Technical Support officer

**Duties**:

* Provide relevant support of technology to all staff and students of Callaghan College Wallsend.
* Provided support face to face, over the phone and via email.
* Support for Windows XP, Windows 7, Mac OS X, MS Office 2007/2010 and various other applications used by the Department of Education.
* Train Staff and Students on use of software and hardware’ offered in the Laptops 4 Learning Scheme’
* Creating and Maintaining user documentation
* Creating and Maintaining support documentation
* Co-ordinate and host frequent technology workshops for staff and students.
* Liaise with the Head Teacher of IT to determine training strategies.
* Commission and decommission of all devices involved in the ‘Laptops 4 Learning
* Scheme’. Liaising with the Department of Education service desk. Quality control activities.

**Cardiff Select Cars - Newcastle, NSW, Australia | January 2005 – August 2009  
Website Administrator/IT Support – Part Time**

**Duties:**

* Support for IT infrastructure, computers, peripheral devices and networks.
* Support for Windows XP, Windows Server 2008 and various other corporate applications used
* End user training
* Management and maintenance of Active Directory 2003
* Management and maintenance of MS File/Print Servers
* Procurement of all IT equipment including PC, Printing, Telephone and Networking hardware. LAN/WAN troubleshooting.
* Maintain car yard stock list on Cardiff Select Cars website including taking photographs of each motor vehicle.
* Manage eBay listing of unredeemed pledges for Mobile Money Pty Ltd, a business which is run in conjunction with Cardiff Select Cars.
* Provide 24/7 desktop support for all employees of Cardiff Select Cars Pty Ltd.

**REFEREES**

**Available on Request**