

# MATTHEW PEARSON

## EXPERIENCED IT SUPPORT ENGINEER

A multi-skilled and innovative IT professional with a wealth of experience in server support and field engineering. Experience in installing, configuring, troubleshooting and supporting a multiplatform of technologies. Adept at continually improving the way software works and applying technical know-how to manage software and hardware issues, and identifying application solutions

## HIGHLIGHTS

- Demonstrable working knowledge of printers, laptops, servers, routers and switches.
- Proficient in managing and supporting server infrastructure including Active Directory, Exchange, TCP/IP and Backup services.
- Experienced in dealing with software and hardware problems within Windows environments.
- Constantly exceed user support targets and achieve daily service levels.

## PROFESSIONAL EXPERIENCE

### 2nd Line IT Engineer

July 2017 - Present *Lineage Logistics, Previously Harry Yearsley Group*

- Print management - Laser, Form and Thermal.
- Provide support in the implementation of VOIP and Analog Phone System.
- Building and Imaging of PC's and Laptops to company standard.
- Supporting all aspects of Hardware and software along with installations and configuration.
- Administration of Users, Computers and Groups within Active Directory.
- Administration and configuration of users and printers within AS400.
- Team Management.

### FIELD IT ENGINEER

May 2007 - July 2017 *Agilisys Managed Services (Rochdale Borough Council)*

- Investigate, diagnose, troubleshoot and resolve a wide variety of hardware problems within agreed client SLA's.
- Provide IT support in the installation and commissioning of IP and VoIP Telephone systems.
- Carry out the installation of advanced applications via SCCM and remote desktop.
- Create and maintain Windows user accounts through Active Directory.
- Deliver exceptional levels of service and explain technology in simple terms.

### HELPDESK OPERATOR

Sept 2006 - May 2007 *Agilisys Contact Services*

- Managed inbound customer phone calls and emails.
- Provided real-time troubleshooting support to identify issues.
- Accurately logged, assigned and updated call records with all relevant information and tracked through to closure.

Jun 2006 - Sept 2007 *Pennine Acute Hospital NHS Trust*

- Leveraged expertise and skill to deliver technical support remotely for all 4 Pennine Acute Hospitals.
- Owned and managed incidents and issues through to completion.

### TECHNICAL CUSTOMER LIAISON OFFICER

Apr 2004 - May 2005 *Time Computers*

- Provided liaison support to home users.
- Took ownership and managed customer complaints and enquiries through to resolution.

### IT SUPPORT ENGINEER

Apr 1999 - Mar 2004 *Vitafoam Ltd*

- Diagnosed and resolved technical hardware and software issues - including Windows 95, 98, 2000 and XP.

### ACCOUNT HANDLER

Apr 1997 - Apr 1999 *Care Computers*

- Oversaw the management of account - developing and maintaining excellent relationships with clients.

### IT ENGINEER

Sept 2006 - Mar 1997 *Buzz Computers*

- Supplied end users with custom built PCs and assisted them with the installation and maintenance.

## PERSONAL INFO

0779 543 1399

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Heywood, OL10 3FH

## EDUCATION

**GCSEs (including English & Maths)**

## CERTIFICATIONS

MCP Certification in Microsoft Windows XP  
ITIL Qualification Level 3

## AREAS OF EXPERTISE

2nd Line Support  
Server Infrastructure  
End User Support  
MS Office  
WDS  
SCCM  
Diagnostics  
System Backup  
Network Failures  
System Hardware & Software  
Troubleshooting  
Servers & Networks  
Customer Service  
Maintenance  
Training & Development  
Print Management

## PERSONAL SKILLS

Problem Solving  
Interpersonal  
Communication  
Collaboration/ Teamwork  
Analytical  
Leadership  
Attention to Detail  
Time Management

## INTERESTS

Golf  
Online gaming