Matthew Dodd

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*Currently I work for a BPO company as leader of a team of 3 1st / 2nd line support staff. Situated in our Warrington Head Office I cover all sites across the UK, Ireland, Germany, France, Sweden & Slovakia with further European coverage expected in the next 12 months. I am responsible for 2nd / 3rd line support which can involve anything from network connection outage troubleshooting to managing team moral / behaviour.*

**KEY SKILLS**

* Excellent communication skills
* Friendly nature, with excellent people skills, adaptable as required to the audience
* A team player, with the ability to motivate others
* Works well within a team environment or independently with the ability to handle pressure and meet deadlines.
* Have a systematic approach to work,
* Maintain an objective approach to work.
* Flexible ‘can do’ attitude to working
* Ashtead Plant Hire, Shore Capital Stockbrokers & IESA Fire Wardens HirHHhHhhsdsjdsdsdsdsd
* ACA in Adobe Dreamweaver

**TECHNICAL SKILLS**

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| * Microsoft Server 2003, 2008 2008 R2, 2012 & 2012 R2 setup and maintenance * Microsoft Office 2003 – O365 * Active Directory – Managing users and Maintaining active directory * VNC / TeamViewer * Microsoft Exchange 2003 onwards – Support and maintenance of Exchange server * Cisco – 1st Line support to handsets and router drops * Adobe Creative Suite CS4-CC * Symantec Ghost * Avaya Phone System Management and Support * PRTG Network monitoring * Print management / Configuration * SonicWALL configuration * Manage Engine Ticket management system | * VM Ware – Administering Exedy’s and IESA’s infrastructure, restore from backup in cases of failure. * Virtual PC – Used in home study. * Hard Code HTML * PeopleInc HR Software * Laptop and PC build running Windows XP to Windows 10. * Creation of build discs using ISO files * DHCP & DNS * Print Server setup and support * Filemaker Pro Database Administration * Mobile Devices: Android, IOS, PDA * Cisco Telnet Phone Systems * Kaspersky Anti-Virus * Windows PowerShell automation * KeyProx Door management software * SQL Query management * Moderate SAP experience * ITIL Implementation * Microsoft Visual Studio 2015 - 2017 |

**EMPLOYMENT**

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| **Employer** | **IESA Ltd, an Electrocomponents Company** | **Dates:** | | **June 2015 - Present** | |
| **Role** | **Service Delivery Manager** | |  | |  | |
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| I am an essential member of the IT department offering 3rd line support and Team management. My main responsibilities include:   * Managing team of 3 engineers in the day to day running of the service desk * Final escalation point for more complex request * Management of the company Avaya phone system * Management of the company print facility access * Perform monthly “one to one’s” with the team to discuss performance and project assignment / update * Mobile Phone contract management * Manage KPI’s * 1st point of contact for Corporate Executive issues * 1st point of contact for complaints about service delivery * Improve company perception of the IT department as a whole * Implementation of ITIL, managing Incident reports * Project work to improve general opinion of the Service Delivery desk and IT Department as a whole * Performing regular Service Reviews with key elements of the business   Working closely with the infrastructure team, reporting directly to the Head of Technology Infrastructure, I have moulded the Service desk and made it my own, so far in my time we have improved response times, first time fix, and total overall amount of Open tickets. I have also introduced a staff training and qualification process which was lacking previously.  I have started the company on its ITIL Journey, beginning with Incident and Change Management. Holding regular P1 incident management meetings where required and ensuring the Incident records are upheld in a timely manner. Through the use of the ITIL Maturity Matrix we are working to improve maturity across the department. Also setting restrictions on IT Changes to reduce risk to the organisation.  I work closely with our internal departments to bring new Preferred suppliers to the company. Over my time with the organisation I have gained strong working relationships with third party suppliers, from IT Hardware and Software, to Printer Contracts and Mobile Phone contracts to name a few.  It is my responsibility to sign off all ICT invoices for purchases, Broadband lines and mobile contracts.  I work closely with the implementations of expanding the company into foreign countries and was heavily involved in the ICT side of company acquisitions, ensuring all equipment was tested and domain joined or replaced if required across the acquired head office and all client sites.  I have also created and implemented programs to improve the New Starter and Leaver processes, as well as a new Asset management program and PAT Testing management Program.  I work closely with all company Executives, from Chief Finance Officer to President. | | | | | |

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| **Employer** | **Shore Capital Stockbrokers** | **Dates:** | | **May 2013 – May 2015** | |
| **Role** | **Desktop Support Engineer** | |  |  | |
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| I was an essential member of the IT department offering 1st and 2nd line support. My main responsibilities included:   * Maintenance of user accounts, checking they have correct permissions when issue arises * Provide 1st and 2nd line support to the Liverpool Office predominately and occasional assistance to other offices using VNC and Config Manager * Liaising with 3rd party suppliers and support teams. * Escalation of issues to relevant team, with all relevant information for quick resolve * Initial research and testing for a new Helpdesk Ticketing system * RedBox and Avaya call recording management   I started at Shore Capital under the remote guidance of the IT manager. Due to company structure I am the only IT personnel based out of Liverpool, whilst the rest of the IT department reside in London. I am part of a four man team tasked with supplying 1st and 2nd line support to vast number of employees. No daily target is set however all tickets are required to be completed in the shortest time possible. These calls can range from anything from a simple password reset to more complex troubleshooting printers or complete laptop or desktop builds. | | | | | |
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| **Employer** | **Ashtead Plant Hire** | **Dates:** | | | **September 2011 – May 2013** | |
| **Role** | **IT Support Engineer** |  | | |  | |
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| I was an integral member of the IT department offering 1st and 2nd line support. My main responsibilities included:   * Maintenance of user accounts, checking they have correct permissions when issue arises * Provide 1st and 2nd line support across all 110 national sites serving a customer base of roughly 2000 using VNC and Config Manager * Occasional co-operation with IT support from our International sister company. * 1st line support of CISCO devices * Liaising with 3rd party suppliers and support teams. * Escalation of issues to relevant team, with all relevant information for quick resolve * Working to keep call queue as low as possible   I started at A-Plant under the guidance of the Support manager. Due to company restructure I was moved under the Infrastructure manager. I was part of a three man team tasked with supplying 1st and 2nd line support to vast number of employees. Our daily target was to complete 30 calls. On average personally closing between 35-40+ calls. These calls could range from anything from a simple password reset to more complex troubleshooting printers or complete laptop or desktop builds. | | | | | | |

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| **Employer** | **Exedy Clutch Europe** | | **Dates:** | | | **May 2008 – September 2011** | | |
| **Role** | **IT Support Administrator** | |  | | |  | | |
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| My main responsibilities for this role included:   * Maintenance of user accounts, checking they have correct permissions when issue arises * Provide 1st and 2nd line support to in house staff and a handful of members situated across the globe using TeamViewer * Occasional co-operation with different management levels from our International sister companies. * 1st line support of Nortel devices * Liaising with 3rd party suppliers and support teams. * Creation of Artwork for company to be displayed in magazines and at motor shows around the globe * Management of the TecDoc system   I started at Exedy as Sales administration; I quickly got moved to IT Support Administration. I was the sole IT Support sat directly under the IT/Office Manager. I was responsible for building new Laptops and Desktops, setup and maintenance of company blackberry’s, arranging and overseeing the completion of upgrade to cabling, arrange, oversee and maintain of upgrade to company phone system and rolled out training on new system, creation of active directory user accounts, creation and maintenance of building access accounts, Manual data entry of company catalogue into the TecDoc system, restoring from backup when the need arises, Support of ad-hoc WHMS system, maintenance of company handheld scanners. Creation of barcodes. I was also team leader of the global Pica-Pica policy | | | | | | | | |
| **Employer** | **Stratstone Collection- Crewe** | | | | **Dates:** | | **March 2008 – May 2008** | |
| **Role** | **Car Sales Assistant** | | | |  | |  | |
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| My main responsibilities for this role included:   * Selling cars to the public either in person, or via telephone calls. * Supervising customer test drives. * Administration.  |  |  |  |  | | --- | --- | --- | --- | | **Employer** | **Aspinalls Carpet Centre- Widnes** | **Dates:** | **August 2005 –March 2008** | | **Role** | **Sales Assistant** |  |  |   My main responsibilities for this role included:   * Customer Service. * Measuring and cutting carpets / cushion floors to fit. * Receiving payments and managing customer account balances.   I started with Aspinalls straight after leaving School, I worked there for several years before initially leaving, and I got the great honour of being the only member of staff in the entire 75 year history of the company to be personally asked back by management after leaving. This was due to my customer service skills and the close personal bond that had grown between myself and the management, which I keep to this day. Whilst there the most important skills I learnt were Customer Service, Administration and improved my general math skills. | | | | | | | | |
| **EDUCATION/PROFESSIONAL QUALIFICATIONS**   |  |  |  |  | | --- | --- | --- | --- | | Institution | Date | Qualification | Grade | | **The Knowledge Academy** | **2016 - 2016** | **ITIL Foundations** | **Pass** | |  | | |  | | **Halton College** | **2001 - 2005** | **AVCE in ICT** | **CC** | |  |  |  |  | |  |  | **Foundation Degree in ICT** | **2.1 Equivalent** | |  |  |  |  | | | | | | | | |  | |  |
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| **INTERESTS AND HOBBIES**   |  |  | | --- | --- | | **Web Design** | Designed business and personal websites in spare time. | | **Photography** | Keen photographer (this skill has been utilized for professional purposes at Exedy, IESA Ltd). | | **Program Development** | Creating programs that can improve processes and make tasks more efficient. | | **Sports** | Enjoy a number of sports including swimming, ice skating and roller blading, Archery. | | **Clubs / teams** | Played roller hockey as part of the Great Sankey Hockey team in my younger years |   **REFERENCES**  **Professional References**   |  |  |  |  | | --- | --- | --- | --- | | **Gareth Davies** | IT Infrastructure Manager | IESA Ltd | 07885863906 | | **Geoff Harrison** | IT Infrastructure Manager | Ashtead Plant Hire | 01925281000 | | **John Stewart** | Owner | Construction Design Practice | 01925767671 | | **Andrea Quinn** | Office Manager | Shore Capital Stockbrokers | 01516003716 |   **Personal References**   |  |  |  |  | | --- | --- | --- | --- | | **Valery Swift** | Owner | Aspinall Carpets | 01514249195 | | **Sharon Rodgers** | Purchasing Manager | Exedy Clutch Europe | 01928530114 | | | | | | | | | | | | |