Matthew Hardy

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Personal Profile

Conscientious and motivated individual looking for a new challenge with experience in IT support for both clients and staff, the A/V industry, Customer Service and Office Admin. Presently working as an experienced IT Support Technician; Excellent communication skills combined with a fierce desire to learn and the ability to work to a deadline in an organised and concise manner with a flair for prioritisation and efficiency; whilst at the same time viewing tasks from a unique creative angle. Experience with developing A/V solutions on the Raspberry Pi platform. I am currently also undertaking various professional IT certifications beginning with Server+ and Linux+ with a view to specialising in network administration for both Windows and Linux systems, having already obtained my A+ and Network+.

Key Skills

- Citrix Receiver Administration
- Safecom/Vixen PrintServer Administration
- RSA SecurID Administration
- MFA Administration
- Oracle Products including Promis/Maximo
- Active Directory/MS Server 08/12/16
- VMWare/HyperV
- 1 ½ years Shell Scripting Experience (.sh/.ps)
- Experience using Ticketing and Admin Systems (ServiceNow/Brightpearl)
- IT Troubleshooting and Repair
- Experience in 365 Exchange Server/Skype for Business
- Good Organisation and Prioritisation Skills
- Excellent interpersonal and Customer Service skills
- Experienced A/V Technician

Relevant Skills Profile

Current work experience

Having been employed on the service desk for a total of ten months I have been responsible for supporting SSE's user base working in a first line support role handling password resets, server clear downs and more. The role is intensely customer service focused with a target time of five minutes per call this has allowed me to work very efficiently whilst maintaining a consistently high initial fix rate. On top of troubleshooting more technical Issues when required..

Previous Work Experience

I was the company's first line IT support for both customers and staff; having experience with both Windows, Linux and OSX systems consisting of remote support, basic server maintenance and general hardware

maintenance and repair.. Alongside this I am also a fully trained Audio Visual/Sound Technician with eight years experience whilst working for MJ Visual Systems.

Retail experience/Customer service

My previous role working for One Stop involved the following duties: Operation of tills and handling deliveries along with stock taking; product rotation and stock disposal. Both the public and staff have remarked on my customer service skills judging me to be helpful and polite.

Education / Qualifications

The Learning People (Professional Certifications)

2020 "CompTIA A+, Network+", Server+, Linux+ (Ongoing)

University of Brighton

2015 "Certificate of Higher Education in English and History"

Havant College

2010 'A' Levels: English C, Politics C, Law

Manhood Community College

2008 11 GCSEs (A-C) Including English, Maths, Science

Employment

Mcdonalds November 2019 - Present

Kitchen Staf/Drive Through: I am responsible for taking orders, food preparation and ensuring that both the store and the kitchen area are kept clean.

SSE April 2019 - January 31st 2020

IT Support Analyst: I supported over 20,000 users as part of a 20 strong IT support team fielding calls from both the UK, India and Romania, diagnosing and fixing a wide range of IT issues remotely.

MJ Visual Systems May 2013 – October 2013/May 2014 – October 2014 January 2016 - April 2019

IT Support: General repair/maintenance Client/Staff Machines, Server maintenance and Remote/Onsite assistance

Audio Technician: Included rigging audio/visual systems, stock taking and liaising with customers.

One Stop, Selsey July – September 2008

Sales Assistant: Included stock taking, customer service, cleaning, taking deliveries

References available upon request

Activities/Interests

I am a guitarist with around 15 years' experience and also perform spoken word poetry in my spare time. I served as editor of the Creatives section of the online magazine Shout UK. I am also a hobbyist programmer with experience in Python and I'm currently learning full stack development.