

Matthew Gooden

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Professional Summary

An analytical, friendly, hardworking professional, dedicated to evaluating, identifying, and resolving problems at all interactions. Has the ability to work independently, unsupervised and can learn on the job quickly. A reliable employee with strong time management and multitasking skills, and the ability to meet business goals. Looking for a role where I can add immediate value to the organization.

Employment History

Priority Networking, Balwyn North

Level 2 Helpdesk Engineer, 2022 - Current

Responsible for working as part of the more senior technical team, tasked with onsite troubleshooting, ticket escalation, maintaining servers and networking infrastructure and provisioning new servers and infrastructure.

- Provided second-level technical support to end-users, efficiently resolving hardware and software issues via phone, email, and in-person interactions.
- Diagnosed and troubleshooted complex technical problems, ensuring minimal downtime and optimizing user productivity.
- Installed, configured, and upgraded hardware and software components, ensuring compatibility and adherence to company policies.
- Maintained accurate records of IT inventory, support requests, and resolutions, streamlining equipment tracking and accountability.
- Collaborated with the IT security team to enforce security policies, perform security audits, and respond to security incidents.
- Assisted in user account management, including account creation, modification, and deactivation, while ensuring strict access controls.
- Conducted regular maintenance tasks such as software updates, patches, and system backups, enhancing system stability and security.
- Participated in the setup and maintenance of network equipment, including routers, switches, and wireless access points, resolving network connectivity issues.
- Trained Level 1 support staff and end-users on IT-related topics, sharing technical knowledge and promoting efficient problem-solving.

Account Manager, 2020 – 2022

Responsible for managing, maintaining and creating positive client relationships between key stakeholders and the business. Position includes the planning, scoping and designing IT solutions and strategic initiatives and projects for clients of small-medium businesses. Responsible for delivering growth within assigned key accounts and developing of new business opportunities through referral channels. Responsible for effective scheduling and delivery of project and BAU work to ensure team utilisation and customer satisfaction targets are met

- Leading development and strategic initiatives as determined by the business unit,
- Scoping, planning and managing key client projects,
- Working with technical services team to support problem management and resolution,
- Responding to client queries and requests on all levels; from basic changes to complex strategic initiatives,
- Being a trusted advisor for all assigned accounts (30% of all client base),
- Conduct quarterly, half year and annual audits, reports prepared and presented to clients as scheduled,
- Manage escalation of incident/change/problem/SLA breaches,
- Identify and manage sales and growth opportunities within assigned accounts,
- Lead problem identification and resolution for complex issues which have been escalated by the team,
- Ensure client records are kept up to date through QBR's, new purchases, or site visits,
- Implement and maintain service improvement processes consistent with ITIL Framework,
- Complaints management to recognize and resolve conflict when it does occur.

Level 1, Helpdesk Engineer, 2018 – 2020

Responsible for working within a small team of Helpdesk technicians, resolving BAU tickets as they are generated; either with incoming emails, managing through the ticketing system or incoming phone calls.

- Resolving issues across a range of technology and technical solutions:
 - Microsoft Windows, desktop and server platforms
 - Mac OS
 - Linux Server environments
- A range of technical solutions across industries; Real Estate, Financial and Professional Services, Mining, all with different line of business applications.

Ambrose Archery, Heidelberg Heights

Archery Instructor, 2016 - 2019

Responsible for the maintenance of a safe environment for all patrons of the centre, whilst training patrons in the required skillset. Primary focus alongside training was to ensure all centre rules were followed and key safety principles upheld.

- Key focuses included safety and injury prevention, as well as situational awareness at all times,
- Included running parties, school sessions and large groups of participants (both children and adults),
- Job involved working autonomously, with majority of the shifts requiring me to manage the centre alone;
 - Register serving of customers,
 - Instruction of customers on the use of equipment,
 - Repairing the bows and arrows for next use,
 - Assisting customers with any questions or technique issues

Channel 31, Various.

Videographer, 2013 – 2017

I worked on several projects across my time with Channel 31 Bumper2Bumper, and Numbat and Friends.

- Perform various roles relating to Film and Television production, including directing, filming and editing.
- Adhering to strict deadlines to ensure that production requirements were met, allowing the show to be broadcast.
- Planning and organising production to meet high production standard in timely fashion.

During this time, I also worked on freelance projects, including filming concerts and events, including work with Brisbane Yamaha that involved filming commercials and informational videos for the Brisbane Boat Shows for distribution on YouTube.

Education

Melbourne Polytechnic, December 2017

Certificate II Electrotechnology

Xavier College, December 2012

Year 12 – VCE Certificate

Skills

Excellent interpersonal skills	<i>Expert</i>	Professional, Friendly, and approachable	<i>Expert</i>
Ability to work Co-operatively in a team environment.	<i>Expert</i>	Enthusiastic and willing approach to learn new skills and assist others.	<i>Experienced</i>
Experience working with Microsoft office suite and email systems.	<i>Expert</i>	Excellent on time delivery skills	<i>Experienced</i>
Organization skills	<i>Experienced</i>	Accuracy and attention to detail	<i>Experienced</i>
Administerial Skills	<i>Experienced</i>	Organisational skills and ability to work independently.	<i>Excellent.</i>

References

Available on request