Matthew Newland

Phone: (502) 689-4396

Email: matt.nwl@outlook.com

LinkedIn: https://www.linkedin.com/in/matthew-h-newland/

Portfolio: https://mhnewland.github.io

GitHub: https://github.com/MHNewland

# SUMMARY

Recent graduate, skilled in multiple programming languages and 10+ years of technical support and troubleshooting for end users across various fields. Seeking to utilize recently earned degree and certifications to collaborate with others and help build innovative solutions.

# SKILLS

* Python, C#, Java, SQL, C++, JavaScript, and VBA.
* Version control software including Git.
* Familiarity with AWS
* Development environments including Unity, Visual Studio, and Android Studio.

# PROJECTS

## Hyper-Ball

* **Repository:** https://github.com/MHNewland/Hyper-Ball
* **Game link:** https://play.unity.com/en/games/ab2858f3-466e-46fe-8f09-82850e892d97/hyper-ball
* **Skills used:** Unity, Visual Scripting, C#

## TicketGraph

* **Repository:** https://github.com/mhnewland/ticketgraph
* **Skills used:** Python (tkinter and matpolotlib), SQL, VBA

# **EDUCATION**

## Ivy Tech Community College, Sellersburg, IN

**Associate of Applied Science, Software Development**

* Graduated Cum Laude
* Earned: December 2024
* GPA: 3.729
* Made Dean’s list every term attended

**Software Development Technical Certificate**

* Graduated Cum Laude
* Earned: May 2024

**Software Application Developer CT**

* Graduated Cum Laude
* Earned: May 2024

## OpenEDG Python Institute

**[PCAP-31-03] PCAP – Certified Associate in Python Programming**

* Earned: December 2023

## Code Louisville, Jeffersonville, IN

## Data Analytics

* January 2023 - July 2023

# EXPERIENCE

## IT Service Desk Intermediate

## UofL Health, Louisville, KY

September 2020 - PRESENT

* Aided doctors in a fast-paced environment by utilizing Active Directory to reset, unlock, and manage account access.
* Designed and sent multiple weekly reports to managers across teams and learned VBA to increase efficiency, optimizing the time spent on the largest report, going from 20 minutes each week to 30 seconds.
* Developed and hosted training courses to increase performance.

## Help Desk Analyst

## Thorntons, Louisville, KY

January 2018 - September 2020

* Managed multi-level issues from fuel spills to auditing paperwork.
* Collaborated with multiple teams to detect and prevent fraud.
* Identified trending issues and reacted accordingly.

## Computer Repair Technician

## Geek Squad, Louisville, KY

July 2013 - January 2018

* Inspected issues thoroughly to lower the number of parts ordered per repair.
* Increased repair speed by memorizing disassembly steps for multiple computer models.
* Inspected each repair, ensuring quality work to prevent repeat issues.
* Contacted clients to explain issues and solutions in a manner they could understand.
* Created an individual QA checklist for the repair team that reduced the number of failures found by the QA team