**Matthew Richardson**

I am currently working at a company called Compre Group, as a Senior Data Analyst and completing my Master’s Degree in Indie Game Development with Falmouth University.

**My experience throughout my career includes but is not limited to:**

* Application Support
* Financial Reconciliation
* Project Lead on various projects
* Report Creation
* SQL Development (Creating views/Procedures/Functions/Packages)
* Data Management.
* Data Conversion.
* Data Analysis & Analytics.
* Business Analysis.

**Skills**

|  |  |
| --- | --- |
| SQL/PL-SQL | Alteryx |
| Databricks | Power BI |
| Azure | Jira |
| Salesforce | ITIL |
| Godot | Unreal Engine |

**Education and Courses Completed**

**Code Institute Software Development Diploma**

[**https://www.credential.net/afa43ac6-817f-469d-8610-1b6c0cb29472#gs.v6b3j3**](https://www.credential.net/afa43ac6-817f-469d-8610-1b6c0cb29472#gs.v6b3j3)

**GitHub Profile – Projects (Code Institute Software Development Diploma)**

[**https://github.com/Zombietiko**](https://github.com/Zombietiko)

**Credly Profile – Certifications of various courses**

[**https://www.credly.com/users/matthew-richardson.5cc180e4/badges**](https://www.credly.com/users/matthew-richardson.5cc180e4/badges)

**Microsoft Training Profile**

[**https://learn.microsoft.com/en-us/users/matric2020/training**](https://learn.microsoft.com/en-us/users/matric2020/training)

**Salesforce – Training:**

[**https://trailblazer.me/id?lang=en\_US**](https://trailblazer.me/id?lang=en_US)

**Employment History**

**Compre Group – Senior Data Analyst – July 2020 - Present**

* Providing assistance with Database Management, strategy and processes, including improvement of data quality.
* Delivering support and training to system users where required.
* Assisting with the due diligence process for new business acquisitions, including the development of solutions for data transfer.
* To provide recommendations and reports for due diligence findings.
* To perform required routine processes in a timely and effective manner, with good quality outputs.
* Research and develop opportunities for system development, including business system and use of other relevant tools to improve business and reporting performance.
* Accounting and Management Reporting Using PL/SQL
* Support new deal data collation, analysis, and due diligence.
* Proactively support deal data integration, correction and enhancement through smart technology application and automation.
* Bordereaux ingestion
* Data insight and quality analysis
* Review data received because of integrating new business, and to take relevant action to enhance the data quality.
* Seek more effective ways to understand and process data coming in and flowing around our business.
* Make suggestions for team efficiency through appropriate phasing and prioritisation of work.
* I am the go-to data expert, leading on data projects where required.
* Supervise/develop other team members and strive to engender best practices and Compre values.
* Maintain an awareness of upcoming deals and their potential impact.
* I Work towards a time-lined plan to achieve deadlines for completion of data cleansing activity.
* I support identification of important or repeated issues in data and assist in improving overall processes.
* Dealing with ad-hoc requests from teams to assist in various assignments

**Link Asset Services – Temp Contract - IT Service Desk Engineer – May 2020 – July 2020**

* Answering customer calls.
* Logging customer issues and requests in Top desk.
* Completing service desk tickets from issues to password resets.
* Completing Laptop setups for users to be able to work remotely.
* Assigning tickets to members of staff and myself to resolve.

**Fred Olsen Cruise Lines –Business Intelligence Data Analyst – November 2019 to April 2020**

* Understanding the business strategy and objectives, to build data analysis to support it.
* Translating business questions into data and analysis requirements.
* Exploring various data sources of information and structures.
* Collaborating with stakeholders to identify the business requirements and the expected outcome.
* Extract data using the BI tools available within the business
* Contribute in the design and delivery of data requests for various business units
* Collaborate with database architects to ensure consistency in the data used to support reporting and analysis.

**AXA Insurance - Operational Support & Reporting Analyst - April 2019 – November2019**

* Collate and present financial information for financial reports and returns
* Develop key contacts to clarify data and resolve discrepancies
* Highlight issues for action within the framework of key financial
* Respond to MI queries
* Consulting with key business contacts on delivery and improvement of key goals
* Obtain regular feedback on services to ensure continuous improvement for processes**.**

**Atalian Servest Group – Application Support Analyst - August 2018 - April 2019**

* SQL querying and the updating of databases.
* Creating Qlik Sense dashboards for clients and senior management staff report from various data stored in our SQL database.
* Provide problem diagnosis and MI trend analysis on support tickets.
* Creating tickets in Jira to improve various applications performance through sprint cycle.
* Managing application support ticket queue through Manage Engine that have been logged by users via email and telephone about various bespoke Facilities management software such Concept and FSI Go.
* manage Customer’s expectations through to resolution or updating on progress of their incidents/requests.
* Managing application support ticket queue through Manage Engine that have been logged by users via email and telephone about various bespoke Facilities management software such Concept and FSI Go.
* Provide problem diagnosis and trend analysis on support tickets.
* Creating tickets in Jira to improve various applications performance through sprint cycle.
* Proactively manage Customer’s expectations through to resolution or updating on progress of their incidents/requests.
* To create and update various reports from security scans
* SQL querying and the updating of databases.

**Diligent - Customer Support Specialist - April 2018 - August 2018**

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
* Gather customer’s information and determine the issue by evaluating and analysing the symptoms
* Diagnose and resolve technical and software issues involving internet connectivity, login problems and more
* Research required information using available resources
* Follow standard processes and procedures
* Identify and escalate priority issues per client specifications
* Redirect problems to appropriate resource
* Accurately process and record call transactions using a computer and designated CRM software

**Green Duck - IT Engineer - Sept 2017 – April 2018**

* Respond to incoming requests from customers via email and telephone.
* Logging of all incidents in the appropriate call logging software, ensuring all relevant information is obtained, correct categorization, contract, SLA is chosen and advise caller of unique call reference number.
* Provide problem diagnosis, using appropriate support tools to provide resolutions
* Assign calls to correct third party queues where appropriate.
* Maintain customer service standards by answering all calls promptly, remaining courteous and professional.
* Proactively manage Customer’s expectations through either resolution of or updating on progress of their outstanding incidents/requests.
* Escalate any issues but try and ensure they are dealt with before problems occur.
* Track and monitor calls that are with third parties, to liaise with third parties for a resolution and escalate
* Resolve and close cases to customer satisfaction or escalate if changes or development is needed.
* Ability to work under pressure in a demanding environment

**Fargo Systems –Application Support Analyst - April -July 2017**

* Respond to incoming requests from customers via email and telephone about Fargo’s system bespoke software TOPS and CYMAN.
* Logging of all incidents in the appropriate call logging software, ensuring all relevant information is obtained, correct categorization, contract, SLA is chosen and advise caller of unique call reference number.
* Provide problem diagnosis, using appropriate support tools and resolution for bespoke software for the Freight and Logistics industry. Assign calls to correct third party queues where appropriate.
* Maintain customer service standards by answering all calls promptly, remaining courteous and professional.
* Proactively manage Customer’s expectations through either resolution of or updating on progress of their outstanding incidents/requests.
* Escalate any issues but try and ensure they are dealt with before problems occur.
* Track and monitor calls that are with third parties, to liaise with third parties for a resolution and escalate
* Resolve and close cases to customer satisfaction or escalate if changes or development is needed.
* Ability to build relationships with resolving teams and service management teams
* Ability to work under pressure in a demanding environment
* Adhering to complex processes and procedures.

**Capita SIMS/FMS & Capita CCRS – Application Support Analyst - August 2015 - April 2017**

* Respond to incoming requests, via a variety of media, against thresholds in line with the contracted service levels.
* Logging of all incidents in the appropriate call logging software, ensuring all relevant information is obtained, correct categorization, contract, SLA is chosen and advise caller of unique call reference number.
* Provide problem diagnosis, using appropriate support tools and resolution for desktop problems. Assign calls to correct third party queues where appropriate.
* Maintain customer service standards by answering all calls promptly, remaining courteous and professional.
* Proactively manage Customer’s expectations through either resolution of or updating on progress of their outstanding incidents/requests.
* Escalate any issues but try and ensure they are dealt with before problems occur.
* Track and monitor calls that are with third parties, to liaise with third parties for a resolution and escalate when resolution is not moving forward within the appropriate timescales.
* Resolve and close cases to customer satisfaction or escalate to the appropriate ITS Management where further direction is required.
* To contribute to overall achievements of required Service Level by maintaining agreed personal targets. Assist in ensuring SLA’s and KPI’s are met
* Responsible for ongoing performance against appropriate Service Level Agreements and ensuring that these are continually improved
* Ensure processes are documented and updated as necessary.
* Ability to build relationships with resolving teams and service management teams
* Ability to work under pressure in a demanding environment
* Co-ordination and management of multi stranded work streams
* Adhering to complex processes and procedures.
* Ensuring Knowledge Base articles are regularly reviewed and updated
* Training and mentoring new starters and acting as an ongoing point of escalation

**Education and Qualifications**

* September 2023 to July 2025 – Masters Degree – Indie Game Development
* Oct 2005-July 2007 - FDA in Fashion Styling & Photography Grade Merit, London College of Fashion.
* Sept 2001- June 2003 Advanced BTEC National Diploma in Photography Grade Merit, South East Essex College.
* Sept 1995-July 2001 GCSE’s grade A-C, Anglo European School Grade