

MATTHEW GORDON

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SUMMARY

Experienced IT and cyber specialist with nearly a decade of expertise across diverse roles. Proficient in a wide range of IT solutions, such as Microsoft 365 and Azure, networking protocols, security, and virtualisation. Continuously eager to tackle new challenges, I bring a proactive mindset, a passion for continuous learning, and a strong drive for achieving success.



KEY SKILLS

- Cloud (SaaS, PaaS & IaaS)
- Backup Solutions
- Security and Compliance
- Networking
- Windows client and server
- Hardware and software
- VoIP, Telephony & Broadband
- Virtualisation
- Microsoft 365 & Microsoft Azure
- Disaster Recovery
- ISO27001, Cyber Security+
- Backup Solutions
- Security and Compliance
- Firewalls, Switches, VLANs, VPN, DNS, DHCP, TCP/IP
- Public DNS, domains and certificates
- VMWare, HyperV



EXPERIENCE & EMPLOYMENT HISTORY

Service Delivery Consultant | Eloquent Technologies Limited

NOVEMBER 2024 – DECEMBER 2024

Responsible for managing and resolving advanced support cases escalated from the 1st and 2nd line teams. I also worked closely with other departments to address their technical challenges, offering effective solutions and providing valuable input to drive innovation. In addition to supporting day-to-day operations, I actively contributed to IT projects, bringing new ideas and helping to improve processes and systems across the organisation.

Senior Infrastructure Support Engineer – 3rd Line | Enhanced

JULY 2023 – NOVEMBER 2024

Responsible for resolving complex technical issues that have been escalated from the 1st and 2nd line teams. While troubleshooting and resolving issues were a key focus, I took a proactive approach to identify and resolve potential problems before they affected clients, ensuring minimal disruption and enhancing overall service reliability. Another key focus of this role was cyber security and compliance, with continuous threat analysis and monitoring, ransomware attack recovery, cloud account breach recovery and restoration, and assisting with new and existing ISO and Cyber Security accreditations.

Infrastructure Support Engineer | Enhanced

MARCH 2021 – JULY 2023

Responsible for resolving complex technical issues that have been escalated from the 1st line teams. I ensure the smooth operation of critical IT systems by troubleshooting, diagnosing, and implementing solutions for a wide range of infrastructure, networking, and software challenges.

Senior First Line Technician | Codestone

JANUARY 2021 – MARCH 2021

Responsible for resolving complex technical issues that have been escalated from the 1st line teams. I ensure the smooth operation of critical IT systems by troubleshooting, diagnosing, and implementing solutions for a wide range of infrastructure, networking, and software challenges.

First Line Technician | Codestone

JANUARY 2020 – JANUARY 2021

The first line of technical support for users by troubleshooting and resolving issues related to hardware, software, and networks. Handling incoming support requests via email and telephone. Maintaining documentation on common problems and solutions.

Technical Support Analyst | Grapevine UK

MAY 2016 – MARCH 2019

Responsible for providing initial technical support to users by troubleshooting and resolving issues related to hardware, software, telecoms and networks. Handling incoming support requests via email and telephone, resolving 1st line support tickets and some more complex 2nd line support tickets.



EXPERIENCE

- **Security & Compliance:** Experience with industry standard security concepts, requirements and accreditations (ISO & Cyber Security). Strong knowledge of many security platforms and technologies, hardware and software based. Experience with a multitude of products; Email security with Proofpoint, Symantec, Mimecast. Security training with KnowBe4, client and server AV protection with ESET, Bitdefender, Sophos.
- **Cloud:** Strong knowledge of cloud computing technologies, virtualization and the Microsoft stack. Able to manage, create and deploy cloud solutions such as Azure Virtual Desktop, and other SaaS, PaaS and IaaS solutions.
- **VPN and Remote Access:** Experience with the management, configuration and deployment of remote access solutions with a variety of clients and protocols (IPSec, L2TP, PPTP, SSL).
- **Technical Proficiency:** Extensive knowledge of hardware, software, networking, and security systems, with a proven track record in maintaining and supporting IT infrastructures.
- **Communication Skills:** Strong ability to explain technical concepts clearly to non-technical users and collaborate effectively with cross-functional teams.
- **Virtualisation:** Adept with managing, creating and deploying virtual machines using cloud, and on-premise products such as VMWare and HyperV.
- **Windows Server and Client:** Highly experienced with managing a Windows environment. Competent with troubleshooting and resolving issues, and managing industry standard Windows tools (AD, AAD, DHCP, DNS.)
- **Public DNS and Domains:** Highly skilled with DNS record management, domain configuration and 3rd party mail services such as Microsoft 365 tenants. Up to date knowledge of government and industry standards for a variety of security related DNS (SPF, DKIM, DMARC).
- **Problem-Solving Skills:** Adept at identifying and resolving complex technical issues efficiently, ensuring minimal disruption to systems and operations.
- **Attention to Detail:** Highly meticulous in diagnosing problems, troubleshooting issues, and ensuring accuracy in all technical tasks.
- **Documentation Driven:** Enthusiastic about keeping internal documentation up to date and relevant to ensure maximum accuracy.



EDUCATION

Level 3 National Subsidiary Diploma, IT, Web & Games Design | Bournemouth and Poole College

2013 – 2015

Grade: Distinction*

Ecommerce, Hardware, Programming, Website Design, Digital Graphics Design, 3D Modelling, and Animation.

Level 3 Diploma in ICT Professional Competence, IT Software, Web and Telecoms | Walsall College

2016 – 2017

Grade: Pass

Server Administration, Active Directory, Microsoft Exchange, Networking, DNS, TCP/IP.

To learn more about me, my experience and skills, please take some time to review my portfolio: <https://www.gordon-it.co.uk/>

References available upon request.