



# Matthew Gordon

IT Professional

## Contact

### Phone

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### E-mail

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### Portfolio / Website

www.gordon-it.co.uk

## Skills

Microsoft 365



Advanced

Microsoft Azure



Advanced

Cloud Computing /  
Infrastructure



Advanced

Virtualisation



Upper intermediate

Security & Compliance



Upper intermediate

Windows & Windows Server



Advanced

Accomplished IT support professional with almost a decade of experience in multiple roles. Skills and experience in a variety of IT solutions, including Microsoft 365 and Azure, networking principles and protocols, security, and virtualisation. I am always seeking new challenges. I bring a positive mental attitude, a thirst for learning and I am driven by success.

## Work History

2023-07 -  
Current

### Senior Infrastructure Support Engineer (3rd Line)

*Enhanced, Poole, Dorset*

- Primarily focused on resolving complex faults and support requests escalated by engineers on the 1<sup>st</sup> and 2<sup>nd</sup> line team.
- Managing, maintaining and utilising cloud infrastructure platforms such as Microsoft 365 and Microsoft Azure. Deployment of SaaS, PaaS and IaaS services. This includes the deployment of VM's for Azure Virtual Desktop, the creation of new resource groups and storage accounts, Azure blob storage, Universal Print and various other services. Using Powershell to moderate, manage and modify Microsoft 365 and Azure services, including user / mailbox permissions and general functionality.
- Configuration and management of Microsoft 365 services, including but not limited to Exchange, Compliance policies and procedures, data retention, security, archiving and auditing, SharePoint, Teams and the majority of the 365 estate.
- Assisting project engineers with the implementation of new technology and infrastructure, including managed security services and infrastructure refreshes.
- Experience with Windows Server; Active Directory, DHCP, DNS, IIS and other server roles.
- Attending customer sites to carry out managed service days, on-site support, asset tracking / management and projects.
- Creating detailed documentation, guides and a central knowledgebase for other engineers to follow when it comes to maintaining, managing or using a wide variety of platforms and applications.
- Undertaking audits and providing recommendations for a customers' IT environment.
- Network management, including but not limited to the configuration of new hardware such as firewalls, switches and general networking, utilising technology such as vLANs, site-to-site VPN tunnels, DHCP and DNS.
- Public DNS and domain management, which includes the renewal and setup of SSL certificates, importing domains into Microsoft 365, the setup of multiple

RDS and AVD (Azure Virtual Desktop)

Advanced

Active Directory & Group Policy

Advanced

DNS & DHCP

Upper intermediate

VoIP, Broadband & Telecoms

Intermediate

Domains & SSL Management

Advanced

Backup Technologies

Upper intermediate

Networks, Switches, Firewalls & vLAN

Upper intermediate

VPN Services & Software

Advanced

Cloud Exchange, Exchange, POP & IMAP

Advanced

## Languages

English

Advanced

2021-03 –  
2023-07

domain records (SPF, DMARC, DKIM, A/C/TXT etc.) – this includes installing certificates on multiple systems, such as Server Manager for RDS, and web servers for validation.

- VoIP, Telephony and Broadband; the configuration of systems such as Teams Voice (Operator Connect and Direct Routing), whilst linking with 3<sup>rd</sup> party suppliers such as Gamma and Gradwell.
- Daily use of virtualisation technologies and products, including Azure, VMWare and HyperV, to deploy new VMs and troubleshoot issues.
- Pro-active troubleshooting and resolution of support tickets before customer awareness. An example being, resolving an issue with an internet outage following a WAN outage alert, and then communicating to the customer that this has been resolved before they are aware – using N-Able SolarWinds and the Halo Ticketing system being the standard.

### Infrastructure Support Engineer (2nd Line)

*Enhanced, Poole, Dorset*

- Primarily focused on resolving complex faults escalated by less senior members of the support team.
- Managing, maintaining and utilising cloud infrastructure platforms such as Microsoft 365 and Microsoft Azure.
- Assisting project engineers with the implementation of new technology and infrastructure.
- Attending customer sites to carry out managed service days, hardware installations and on-site support.
- Creating detailed documentation, guides and a central knowledgebase for other engineers to follow when it comes to maintaining, managing or using a wide variety of platforms and applications.

2021-01 -  
2021-03

### Senior First Line Technician

*Codestone, Poole, Dorset*

- Management of advanced IT infrastructure, services and technologies.
- Diagnosing and resolving technical software and hardware faults.
- Logging incidents and support requests via telephone and email through the helpdesk system.
- Methodical and detailed information gathering for reported support incidents.
- Management of the First Line team.
- Assisting the Team Leader with company and team projects and improvements.

2020-01 -  
2021-01

### **First Line Technician**

*Codestone, Poole, Dorset*

- Managing my own queue of support incidents and working to defined SLAs
- Management of advanced IT infrastructure, services and technologies
- Diagnosing and resolving technical software and hardware faults
- Logging incidents and support requests via telephone and email through the helpdesk system
- Methodical and detailed information gathering for reported support incidents.

2019-03 -  
2019-07

### **Content Producer**

*ProGuides, Remote*

- Recording of raw footage through highly technical software.
- Editing and post-production of said footage.
- Recording my voice using advanced audio equipment (voice over/commentary).
- Team project planning and collaboration.
- Script writing.

2015-12 -  
2019-03

### **Technical Support Analyst**

*Grapevine, Poole, Dorset*

- Managing my own queue of support incidents and working to defined SLAs.
- Diagnosing and resolving technical software and hardware faults.
- Logging incidents and support requests via telephone and email through the helpdesk system.
- Properly escalated unresolved queries to the next level of support.

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## **Education**

2013-01 -  
2015-01

### **Level 3 National Subsidiary Diploma: Information Technology, Web & Games Design**

*Bournemouth and Poole College - Poole*

2010-01 -  
2013-01

### **GCSE**

*Thomas Hardy - Dorchester*

2016-01 -  
2017-01

### **Level 3 Diploma: ICT Professional Competence, Apprenticeship in IT Software, Web & Telecoms**

*Walsall College*

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## Certifications

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2021-10	ESET Certified Managed Client Security Specialist
2020-12	MS-900: Microsoft 365 Fundamentals
2017-12	MTA: Windows Server Administration Fundamentals