MATT ALLGOOD

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www.ascavilya.wix.com/mjallgood

SKILLS PROFILE

- Internal and external client service and communication skills to a high level.
- Development and growth of professional networks.
- Development and management of documents and procedures.
- Management of small teams in both retail and commercial environments.
- High degree of conflict resolution and personal management skills.
- Experience in the creation of procedures and training manuals.
- Software experience across a range of applications and operating systems.

EDUCATION

Full Time Student March 2014 – November 2016
Griffith University Southbank, Brisbane
  - Full time study for completion of Bachelor of Games Design

EMPLOYMENT HISTORY

IT Specialist, Stefan Hair Fashions   November 2016 - Present
West End, QLD

  - Develop and implement the rollout plan for upgrading the Point of Sale software at 41 salons
  - Develop, manage and perform remote SQL backup trail for salons, documenting the process and results and implementing the final solution.
  - Setup, training and deployment of zipPay online payment systems for salons
  - Implementation of Online Booking system and training of salon managers on this feature
  - Implementation of Stefan VIP loyalty program and training of salon managers on this feature
  - Implementation of Unleashed inventory management system for the salons and warehouse
  - Manage the selection and deployment of Impos point of sale system (multiple terminals) for JoJo's restaurant.
  - Liaise with third party hardware and software vendors and contractors for the purchase of required systems and services.
  - Development and documentation of procedures pertaining to salon closures and relocations
  - Manage initial UAT and logistics for the rollout of new point of sale software and hardware for salons
  - Provide support to salon, head office, restaurant and boating world users as required, including onsite visits when necessary

Producer/Documentation, Auran Entertainment Pty Ltd   July 2016 (Contract Role)
Morayfield, QLD

  - Running daily standups for a small team of remote colleagues
  - Monitor development progress against projected milestones
  - Updating and correcting existing design documentation
  - Delivering status reports to stakeholders

Technical Field Services Officer, Shortcuts Software

June 2009 — January 2014

Brisbane, QLD

- Configuration of new systems for clients, including shipping and onsite installation
- Installation and support of online data storage
- Installation and support of Microsoft Remote Desktop Connections using PC/Mac and mobile devices (iPad, Android and Windows 8 tablets), along with configuration of required hardware
- Provision of internal support for Shortcuts employees locally, interstate and internationally
- Maintenance of stock levels to meet client needs, including regular stock takes
- Onsite client assistance with hardware and software issues not resolvable remotely, for example installation of loan machines during repair periods for client hardware
- Continuation of some duties listed below

Senior Hardware Support Technician, Shortcuts Software

June 2008 — June 2009

Brisbane, QLD

- Troubleshooting and remote resolution of hardware faults (where remote resolution possible)
- Collaboration with Field Services team when necessary to facilitate onsite resolution of client issues
- Liaise with third party vendors on behalf of clients to resolve hardware issues
- Provision of onsite services quotes and completion of billing processes
- Provision of onsite services as required by Field Services team
- Collaborative diagnosis and resolution of basic hardware faults within the Helpdesk team

Support Technician, Shortcuts Software

July 2006 — June 2008

Brisbane, QLD

- Installation, configuration, support and maintenance of the Shortcuts Point of Sale system utilising remote procedures for local, interstate and international clients
- Provision of client support according to procedure, using ITSM helpdesk software

Client Services Consultant, Advanced Retail Management Services

August 2005 — June 2006

Ashmore, QLD

Retail Store Manager, EB Games

2003 — August 2005

Mackay, Sunnybank, Browns Plains QLD

System Support Administrator, jeanswest

1999 — 2003

Melbourne, VIC

Technical Coordinator – Games : Griffith University End of Year Showcase (2016)
- Liaise with follow students to confirm technical requirements for the End of Year Showcase in respect to deployment of their final project.
 - Liaise with Griffith University tech staff to ensure that all required hardware is available for each team.
- Develop layout of the showcase in conjunction with the Animation cohort whom we shared the space with.
- Ensure that all materials (games, trailers, posters) were received, QA'd and then passed on to the GFS tech team for inclusion in the Graduation Catalogue.
- Assist tech team with physical setup of hardware and deployment of final builds of 3rd year projects.
- Setup security features for the 3 mobile games deployed on Samsung Galaxy S7 phones and ensure that screen mirroring feature worked correctly for each device and that the devices were secure for the duration of the showcase (one week).

Mad Rabbit Games (University Project) – Producer, Designer, QA, Player Experience (2016)
- Brief developed by team to create a polished playable mobile game for the 3rd Year Project.
- Developed required schedules and reports (Work Breakdown Schedule, Burndown Reports)
- Monitor work progress through Trello, utilising Agile development methodologies (scrum).
- Run regular stand-ups via Skype and document all proceedings which were then made available to all team members.
- Liaise with individual team members.
- Plan for and resolve issues before they occur or as they arise.
- Assist with decisions regarding design, art and programming for the project in conjunction with the Creative Director.
- Perform QA and Player Experience testing, documenting all issues for review by appropriate team member.

Auran Entertainment Internship Program – Producer (2016)
- Client brief supplied by Auran Entertainment to create a polished playable demonstration level.
- Developed required schedules and reports (Work Breakdown Schedule, Burndown Reports)
- Monitor work progress through Trello, utilising Agile development methodologies (scrum).
- Run weekly stand-ups via Skype and send out meeting minutes to all team members.
- Appoint and liaise with department leads.
- Plan for and resolve issues before they occur or as they arise.

Halfbrick Academy Internship Program – Creative Producer (2016)
- Client brief supplied by Halfbrick to create a polished playable demonstration level.
- Developed required schedules and reports (Work Breakdown Schedule, Burndown Reports)
- Monitor work progress through Trello, utilising Agile development methodologies (scrum).
- Run weekly stand-ups.
- Make creative decisions on design and implementation with input from the team to best support the supplied brief.
- Plan for and resolve issues before they occur or as they arise.

Cucumber Clicker 2k15 - Producer (2015) – University Assessment
- Client brief supplied within the course to create an advertising product for Lipton Cucumber Ice Tea
- Developed schedule of works, budget and design documentation.

5 Nights at Freddy's Swede - Producer, Scriptwriter (2015) – University Assessment
- Wrote initial script for shooting
- Took on role of producer and co-ordinated of group members.

SOFTWARE COMPETENCIES

- MS Windows operating systems through to Windows 10, Android.
- Digital collaboration methods (Google Drive, Google Docs)
- Trello (Project Management software)
- Atlassian Confluence (Document management and wiki)
- Adobe Story (Screenwriting)
- 3D rendering software (Daz Studio, Poser, Bryce, Carrara)
- Audio manipulation software (Audacity, Adobe Audition)
- Image manipulation and editing software (Photoshop, The Gimp, and XnView).
- 3D Modeling software (Maya)
- Unity game engine and C#
- Networking (TCP/IP)
- Experience with VPN's
- Remote Access (Remote Desktop, PC Anywhere, Remote Desktop, LogMeIn and TeamViewer).
- Experience with MSSQL
- MS Exchange
- Point of Sale software (Remedi, Enabler, SuperGem, ShortcutsPOS, Impos)
- Infra, ITSM and Heat helpdesk software
- Various Anti-Virus and Firewall programs.

REFEREES

Additional referees can be provided on request.

AURAN ENTERTAINMENT

36 SAUVIGNON DRIVE, MORAYFIELD, QLD, 4506, AUSTRALIA

1 OCTOBER 2016

TO WHOM IT MAY CONCERN

CHARACTER REFERENCE FOR MATHEW ALLGOOD

Auran Entertainment was commissioned to work on a 2 minute playable demonstration game for a forthcoming movie in early 2016 by Pictures in Paradise Pty. Ltd.

Auran approached Griffith University to see if they were interested in a partnership that would offer 3rd year students the opportunity to work on a real world project with experienced Project, Programming and Art directors. It was in this context that we, the undersigned, came to meet and work with Mathew on the game titled 'Project X'.
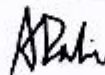
The game was built using Unity and was developed over a period of approximately 12 weeks. During this time the development team were exposed to the use of Visual Studio, 3DS Max, code repositories, agile project management tools as well as weekly stand up meetings.

At the conclusion of the project we picked 4 people who we felt performed above and beyond what was required and who showed skills, determination and a mindset that we felt essential in a real world production environment.
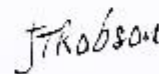
Mathew was one of those 4. He is very talented and we are sure would be of interest to any employer in the computer games industry. We have no hesitation in recommending Mathew and would be available for a phone interview at any time should that be desired.

Greg Lane
Project director
Auran founder
Dark Reign and Trainz
0418 723 735

Alistair Doulin
Programming director
Bane Games founder
Battle Group 2 and BSG
0439 673 617

Jason Robson
Art Director
THQ Studio director
Need For Speed
0455 560 555