

Matthew Hancock

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Invercargill, South Island NZ

PROFESSIONAL SUMMARY

Since completing my Bachelor of Digital Media in 2005, I have worked as a Freelance Web Designer. This work has provided challenge and reward through the opportunity to work with a wide range of clients to develop a web presence relevant to their needs. Additionally, I have gained valuable bookkeeping, cash handling, customer service and general administration throughout my working career. By utilising these skills, I have a demonstrated ability to collaborate with clients, customers, and stakeholders to understand their needs and produce fast, practical solutions. I believe my technical competencies, combined with a creative and positive approach to my work make me an ideal candidate for an IT, customer service or office administration role.

SKILLS

- Website design & development, particularly in WordPress
- Advanced user of Microsoft Windows and Microsoft Office
- Intermediate user of macOS & Linux operating systems
- Sound knowledge of Adobe Creative Suite
- Tech savvy & able to quickly adapt to and learn new software programs
- Xero and other SAAS
- Client IT support & troubleshooting
- Upskill & team development
- Customer service
- Strong attention to detail
- Time management
- Empathetic team player
- Enthusiastic & loyal employee

WORK HISTORY

06/2018 - Current

Kirker Health

Digital Marketing / IT Support

- Build and maintain websites and social media presences
- Create marketing campaigns including Facebook Ads and Google Ads
- Email marketing, analytics and reporting using Mailchimp
- Develop marketing materials
- Provide in-house IT support

TESTIMONIALS

"Matt transferred our website to a new WordPress platform. He achieved this without any disruption to our business, and within the timeline that he initially advised. We found Matt to be very responsive to queries and he has the ability to communicate technical matters in a nontechnical manner. I highly recommend Matt."

Craig Wylie, C² Consulting

"I hired Matt as a 'fix it' man when I had issues with a site that needed a lot of work, Matt completed the project on time and on budget to a very high standard, I am very happy with the end results. Matt's attention to detail and commitment to getting the job done right the first time is why Matt is the first web designer/developer I turn to when I need a job done."

Joseph Fountain, Online Video Specialists

"Matt ensured that the film he took was of high quality and maintained a level of professionalism throughout our project production. His availability was his priority, ensuring that he attended our team meetings. He was able to work towards and complete tasks in the designated time-frames they were required. I hope that you will engage Matt as he is an excellent worker."

**Carolyn Weston (QSM),
Blind Citizens NZ -
Southland Branch**

05/2015 - Current

Tay Street Baptist Church

Treasurer (voluntary role)

- Cash handling and weekly banking (tithes)
- Prepare and file GST returns
- Pay creditors
- Monthly treasurer reports
- Develop yearly budget with pastor
- Served on the audit committee

09/2017 - 12/2017

Waikiwi Motors

Forecourt Attendant

- Cash handling including cash up and balance of takings at the end of shift
- Customer service on the forecourt and cashier
- Conduct regular stock takes, replenish stock, cleaning of shop and forecourt
- General administration, telephone, messages and bookings for on-site garage & trailer hire

01/2017 - 04/2017

St John's Girls' School

Teacher Aide

- Work with individual students and small groups to meet learning needs as directed
- Communicate with staff and principal as required
- Assist with preparation of resources to support learning programmes as required
- Sourced and acquired appropriate IT equipment for school operations
- Redesigned school website

EDUCATION

2020 **Aspire2 Business Management Programme** -

New Zealand Certificate in Small Business

2019 **The Career Academy** - Certificate in Bookkeeping

2005 **Southern Institute of Technology**

Bachelor of Digital Media

CERTIFICATIONS

2021 **St John** – First Aid Level 1

2021 **HW Richardson Group Ltd** – Forklift Licence with F Endorsement

2020 **Mailchimp** – Mailchimp Certified

2020 **Snap Focus** – Snapchat Ads Manager Certified

2020 **Shopify** – Shopify Partner

2020 **XERO U** – XERO Advisor Certification

2020 **XERO U** – XERO Payroll Certification

2018 **Google Skillshop** – Google My Business

AFFILIATIONS

Member and Southland Regional
Director of the Institute of
Certified NZ Bookkeepers (ICNZB)

Member of the New Zealand
Qualified Bookkeepers Association
(NZQBA)

Member and Social Media Co-
ordinator of the BNI Invercargill
Chapter

REFERENCES

Kerran Larson, Director
Accounting Centre
Southland Ltd

027 434 1030

kerran.l@business-fixit.co.nz

Art Brammer, Pastor
Tay Street Baptist Church
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