

Matthew Lockie

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PROFESSIONAL SUMMARY

IT professional with 5+ years of experience spanning enterprise technical support, implementation consulting, and web development. Currently leading knowledge management and Level 3 support operations at NCR Voyix, with a track record of driving process improvement, documentation quality, and team technical capability. UTS graduate with High Distinction, specialising in Enterprise Systems and Cybersecurity.

SKILLS

Languages:	Batch Script, C++, C#, CSS, HTML, Java, JavaScript, JSP, KQL, PHP, PowerShell, Python, SQL, Swift
IDEs:	IntelliJ IDEA, Xcode, Visual Studio, VS Code
Systems:	macOS, Windows (7, 10, 11, Server 2016 & 2022), Linux (CLI, Ubuntu, Mint, Red Hat)
Software:	AWS, Confluence, FreshService, Git/GitHub, Google Cloud & Workspace, Jira, Microsoft 365 (Admin, Azure, Intune, Office, Teams), Monday, MongoDB, PDQ, Postman, RabbitMQ, ServiceNow, Shopify, Slack, SmartDeploy, SCCM/CM-Pivot, Splunk, Trello, VirtualBox, VMware, WordPress
Hardware:	Cisco Routers & Switches, Data Recovery, Laptop & Desktop Repairs
Other:	DevOps, Network Configuration, Microsoft Active Directory
Soft Skills:	Customer Service, Communication, Creativity, Leadership, Project Management, Problem Solving, Teamwork

EDUCATION

Bachelor of Science in Information Technology, Diploma in Information Technology Professional Practice (High Distinction)

Mar 2019 – Nov 2023

University of Technology Sydney (UTS)

- Major in Enterprise Systems Development; Sub-Major in Networking and Cybersecurity
- Academic results averaging High Distinction
- Awarded 2021 & 2022 Dean's List for Information Technology for High Achievement

PROFESSIONAL EXPERIENCE

Service Desk Knowledge Management Lead | NCR Voyix

Sep 2025 – Present

- Serving as senior technical specialist and Subject Matter Expert for the Level 3 support team, providing escalated technical guidance and mentorship across a team of thirty staff.
- Leading the migration of support documentation from SharePoint to Confluence Cloud, encompassing full audit, restructuring, and improvement of the knowledge base to enhance support efficiency.
- Designing and delivering technical training workshop sessions for support teams, while contributing to technical diagnosis, troubleshooting, and incident response as required.

Professional Services Technical Implementation Consultant | NCR Voyix

Apr 2024 – Sep 2025

- Worked directly with Woolworths Group as Subject Matter Expert, supporting their core retail point-of-sale software suite and underlying infrastructure across one of Australia's largest retail environments.
- Performed technical implementation and software support for NCR Voyix products, assisting in the delivery of project enhancements, release deployments, and ongoing business operations.
- Delivered internal NCR Voyix projects resulting in improved automation and efficiency across technical company processes and procedures.

Information Technology Intern | *Nanosonics*

Apr 2022 – Jul 2023

- Provided Level 1 & 2 support for employees via ticket requests, specialising in hardware procurement, configuration, and troubleshooting across a corporate environment.
- Facilitated the installation and operation of audio-visual and video conferencing systems throughout the organisation, supporting the transition to hybrid working.
- Nominated for the Nanosonics Core Values Award in recognition of demonstrating Innovation, Collaboration, and a Will to Win.

Junior Web Developer & SEO Specialist | *Cyrius Media Group*

Aug 2020 – Apr 2022

- Communicated with numerous clients in an agile environment to perform web development tasks on both live and in-development websites.
- Executed SEO strategies to improve Google search rankings and convert traffic into measurable sales outcomes for clients.
- Delegated tasks, compiled monthly summary reports, and presented SEO performance data to management and clients.

PERSONAL PROJECTS

Home Lab — Media Server & Network Infrastructure

- Built a zero-budget, multi-node Linux home lab running ZFS storage pools, containerised services (Docker), and VM management (TrueNAS /VirtualBox), demonstrating hands-on infrastructure skills outside of work.
- Configured VPN routing, granular ACL-based network security, and secure remote access to simulate enterprise-grade network segmentation at home.
- Implemented automated media workflows, IoT automation, and home media streaming, integrating multiple services into a unified, self-managed environment.

ADDITIONAL EXPERIENCE

Customer Service Assistant | *Dan Murphy's*

Oct 2023 – Apr 2024

- Delivered high-standard customer service, resolved complaints, and ensured strict compliance with responsible service of alcohol legislation.

Customer Service Assistant | *JB Hi-Fi*

Dec 2021 – Apr 2022

- Provided product knowledge and advice to customers across consumer technology and electronics in a high-volume retail environment.

Customer Service Assistant | *Target Australia*

Jun 2017 – Feb 2021

- Maintained consistent performance in a fast-paced retail environment over four years, developing strong communication and time management skills.

CERTIFICATIONS & COMPETENCIES

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| • Certificate III in Live Production and Services | • Responsible Service of Alcohol |
| • Working with Children Check | • Current Driver's Licence |

REFEREES & ACADEMIC TRANSCRIPT

Available upon request.