

Bradley Matera

ERP Support Specialist

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EDUCATION

- Bachelor of Science in Web Development (B.S.), Full Sail University, Winter Park, FL - October 2025
- Cumulative GPA: 3.64
- Relevant Coursework: Interfaces and Usability, Database Systems, Server-Side Languages, Advanced Server-Side Languages, Programming for Web Applications, Deployment of Web Applications, Cloud Application Development, Web Application Integration, Application Integration and Security, Interface Programming, Application Development, Discrete Mathematics
- Activities and societies: Tech Talk Club - Weekly Agile-style standups with classmates to track progress, solve issues, and support each other's projects.
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- Fallen Knight: Requiem of Honor - Game jam project for KAJAM, Dec 2023. Built with classmates and ranked #9 in Artstyle. <https://itch.io/iam/kajam/rate/3114394>

SUMMARY

Technical support professional with ERP concepts, SQL fundamentals, documentation experience, and direct construction industry background. Comfortable troubleshooting software issues, responding to end-user requests through ticketing systems, analyzing data reports, and creating training materials. Experienced working with cross-functional teams including accounting, project management, and operations. Eager to learn Viewpoint ERP deeply, develop Crystal Reports and SQL skills, and support Helm Group's accounting and project management teams.

SKILLS

- ERP support concepts, help desk ticketing, issue triage, troubleshooting
- SQL fundamentals, database structures, data analysis, report review
- Microsoft Office: Excel, Word, Outlook; spreadsheet creation and data manipulation
- JavaScript, HTML, CSS, API integrations, GitHub, VS Code
- Documentation, training material creation, process improvement, knowledge base maintenance
- AI-assisted workflows, CoPilot concepts, LLM tooling
- Construction industry awareness, job site experience, job cost familiarity
- Cross-functional communication, working with vendors, customers, and internal teams
- Strong organizational skills, attention to detail, time management

CERTIFICATIONS

- AWS Certified Solutions Architect - Associate (SAA-C03), issued July 2025, expires July 2028
- AWS Certified AI Practitioner (AIF-C01), issued August 2025, expires August 2028
- freeCodeCamp JavaScript Algorithms and Data Structures; Responsive Web Design

EXPERIENCE

Junior Frontend Developer / Freelance Contributor - CIRIS Ethical AI, Remote

Oct 2024 - Jun 2025

- Improved onboarding and setup documentation for new contributors, creating clear training materials that reduced repeat questions and accelerated team productivity.
- Troubleshot local setup issues, configuration errors, and deployment problems through systematic diagnosis and clear documentation of resolution steps.
- Worked with AI-assisted coding workflows and LLM tooling, developing familiarity with AI agents and automation concepts.
- Contributed small code updates through merged PRs and maintained clear documentation of changes and improvements.
- Collaborated with distributed team members across technical and non-technical roles, communicating requirements and solutions professionally.

Cloud Support Engineer Intern - Amazon Web Services (AWS), Seattle, WA

May 2025 - Aug 2025

- Completed support engineering internship focused on cloud troubleshooting, infrastructure analysis, and operational workflows.
- Used SQL and database concepts to query and analyze operational data for infrastructure cost modeling and reporting.
- Documented systems, processes, and findings clearly to maintain knowledge base and support training scenarios.
- Created transparent cost-analysis models using measurable inputs, demonstrating ability to analyze data reports and communicate insights.

Case Manager - Mason County, WA

Sep 2022 - Jan 2023

- Managed concurrent caseloads across multiple court systems, tracking requirements, deadlines, and documentation in structured systems.
- Communicated complex requirements clearly to non-technical clients, maintaining professionalism and composure under pressure.
- Identified process inefficiencies and compliance gaps, proposing and implementing improvements to case tracking workflows.
- Documented all interactions meticulously, creating clear records for legal review, audit, and reporting purposes.
- Coordinated with judges, attorneys, treatment providers, and social services — bridging gaps between technical and non-technical stakeholders.

Roof Loader / Construction Worker - Stoneway Roofing Supply, Ascend Roofing

Jan 2017 - Jan 2020

- Worked daily on active construction sites with direct exposure to job costing, material procurement, crew scheduling, and project timelines.
- Coordinated with project managers, crew leads, and accounting staff to ensure accurate material delivery and job site readiness.
- Developed practical understanding of construction workflows, job cost factors, and the relationship between field operations and back-office accounting.
- Demonstrated reliable attendance, strong work ethic, and accountability in a physically demanding, deadline-driven environment.

ADDITIONAL RELEVANT BACKGROUND

- Tech Talk Club at Full Sail: organized weekly standups, tracked team progress, and presented project updates clearly to groups.
- AWS AI Practitioner certification: familiar with AI concepts, automation, and practical AI tooling applications.

WHAT I BRING

- Construction industry awareness from three years of roofing and construction work — I understand job sites, materials, deadlines, and the connection between field operations and accounting.
- Technical troubleshooting and documentation experience from cloud support training and open-source development work.
- SQL fundamentals and data analysis skills from AWS projects and database coursework — ready to develop Crystal Reports and advanced SQL skills.
- Experience creating training materials and onboarding documentation that reduce repeat questions and accelerate team productivity.
- Process improvement mindset from case management work — continually evaluating workflows and implementing better approaches.
- Comfortable with Microsoft Office, particularly Excel for data tracking, analysis, and reporting.
- Familiarity with AI and CoPilot concepts from AWS AI certification and hands-on AI-assisted development work.
- Strong organizational skills, attention to detail, and ability to work with a variety of vendors, customers, and internal team members.
- Bachelor's degree in a technical field and a willingness to learn Viewpoint ERP, construction accounting, and project management processes thoroughly.
- Reliable transportation, valid driver's license, and comfortable commuting to Freeport, IL for on-site work.
- Eager to join Helm's supportive, family-like culture and contribute to meaningful construction projects.