

Matthew Doering

[631-807-7050](tel:631-807-7050) | mattdoering86@gmail.com | [Github](#) | [Blog](#) | [LinkedIn](#) | mattdoering.tech

Full stack web developer with experience in React, JavaScript, Ruby on Rails and a background in Support Engineering role at Kustomer. I discovered my love for technology through an interest in HTML and CSS and JavaScript by taking bi-weekly night classes at First Step Coding while working in a finance role. I bring strong skills in communication and team management that will help companies to improve daily productivity and efficiency. I enjoy listening to podcasts, learning interesting facts, and solving technical problems with creative solutions.

SKILLS

- React, JavaScript, Ruby, Ruby on Rails, SQL, Postgres, HTML, CSS, jQuery, Git, Agile development, cPanel, Heroku, Elasticsearch - Kibana, Handlebars, Lodash.

EMPLOYMENT

Kustomer - *New York, New York*

March 2020 - Present

Technical Support Engineer

- Building and debugging complex workflows/scripts that integrate data into Kustomer.
- Host weekly calls with Kustomer's top clients to integrate technologies, train clients on best practices, and troubleshoot existing issues.
- Troubleshoot and solve over 100 client requests per month with an average customer satisfaction rating of 4.8/5
- Work across multiple teams from Product, Implementation, & Development to improve platform experience and fix bugs.
- Created a TSE handbook to document and improve, PagerDuty processes, conversation handling, and Jira submission on day-to-day tasks.

Specialty Building Solutions - *East Northport, New York*

December 2019 - March 2020

Web Developer (Part Time - Contract Role) - specialtybuildingsolutions.net

- Work with the business owners to understand the goals of the website to driving new online customers to the company
- Designed and built the UX opting for HTML/CSS and JS/jQuery
- Opted to serve a static HTML/CSS website for quick deployment and no need for database stored information

HoneyCo - *New York, New York*

May 2019 - Aug 2019

Developer and Consultant (Contract Role) - cancercare.org

- Reduced operational risk by ensuring production website could be hosted in non-production environments (e.g. hosted locally)
- Created initial database schema and test data which allowed for fresh deployment of new database instance. The MySQL database was a star schema that contained 50 models

CardWorks Merchant Services - *Syosset, New York*

Jan 2012 - Aug 2018

Director of Underwriting/Risk Operations

- Established new protocols that resulted in 40% increased work efficiency and reduced typographical errors
- Oversaw daily underwriting of an average of 30 new merchant accounts per week
- Managed and mitigated the financial risk of merchants from \$5,000 to \$500,000 by placing financial reserves on file
- Utilized Excel for data analysis of portfolio wide chargebacks and website reviews with vlookups, automating laborious tasks

PROJECTS

Drop A Block - [Github](#) | [Demo](#)

Tetris-inspired game that animates seven different shapes down a page. Aligning them in a solid row scores points, and clears a row

- Created the board and game pieces with HTML Canvas
- Developed game in React with game loop and logic in JavaScript
- Imported music from a third party source and implemented in React
- Backend API created with Ruby on Rail, providing users with the ability to save high scores and initials to a Postgres database

Rachel's Dessert App - [Github](#) | [Demo](#)

Ruby on Rails dessert application allows users to add, remove, and update, desserts to a checkout cart

- Implemented a checkout cart utilizing a three model relationship, products, orders, with a join table of product items
- Developed custom methods in models to calculate product price information and error messages
- Application renders with view pages written in HTML and Ruby, utilized remote true for instant cart refresh
- Created custom CSS wave animation as a banner header to display on the page

EDUCATION

Flatiron School - *New York, New York*

March 2019

- Full Stack Web Development, Ruby, Active Record, Ruby on Rails, JavaScript, React.js

St. Joseph's College - *Patchogue, New York*

May 2011

- Bachelor of Arts in Psychology