

Matthew Doering

Solutions Engineer

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.

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

SKILLS

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|---|---|--|
| <ul style="list-style-type: none">● React● Ruby on Rails● HTML● Git● Lodash | <ul style="list-style-type: none">● JavaScript● SQL● CSS● Agile development● Handlebars | <ul style="list-style-type: none">● Ruby● Postgres● jQuery● cPanel● Elasticsearch - Kibana |
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EMPLOYMENT

Solutions Engineer | Meta (Kustomer Team) - Remote June 2020 - Present

- Scoping multiple proof of concept integrations with strong API knowledge to test and demonstrate.
- Creating customized virtual client demonstrations to display businesses how they can exceed business goals through the use of Kustomer.
- Work hand in hand with product & engineering to improve features and create enhancements for the Kustomer Platform.
- Contributing to over \$1 million in account value of contract signings in 2021 & 1.5 million 2022.

Sr. Technical Support Engineer | Kustomer - Remote March 2020 - June 2020

- 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.

Web Developer | Specialty Building Solutions - New York - sbs.services Dec 2019 - March 2020

- 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 with no need for database stored information

Developer and Consultant | HoneyCo - New York - cancercare.org May 2019 - Aug 2019

- 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

Director of Underwriting/Risk Operations CardWorks Merchant Services - New York Jan 2012 - Aug 2018

- 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 providing users with the ability to save high scores and initials to a Postgres database

EDUCATION

Flatiron School | March 2019

- Full Stack Web Development

St. Joseph's College | May 2011

- Bachelor of Arts in Psychology