

Matthew Doering

Solutions Engineer

While working full-time in finance, I discovered my passion for technology and pursued a career in the tech field. I took a bold step and completed my certificate in Full Stack Web Development at Flatiron School, where I gained hands-on experience in React, JavaScript, and Ruby on Rails. I landed my most recent roles at Meta and Kustomer, a CRM platform, as a Solutions Engineer, where I combined my communication and team management skills with my backend technical skills to drive growth in pre-sales for both companies.

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

SKILLS

- | | | |
|-----------------|-------------------|------------------------|
| • React | JavaScript | Ruby |
| • Ruby on Rails | SQL | Postgres |
| • HTML | CSS | jQuery |
| • Git | Agile development | cPanel |
| • Lodash | Handlebars | Elasticsearch - Kibana |

EMPLOYMENT

Solutions Engineer | Meta (Kustomer Team) - Remote June 2020 - August 2023

- Scoped and scripted multiple proof-of-concept integrations with strong API knowledge for demonstration & testing.
- Collaborated closely with Account Executives & Customer Success Managers to craft tailored client presentations, effectively conveying Kustomer's unique value proposition.
- Translated customer needs into actionable technical strategies, driving successful implementations and delivering value-added solutions.
- Work hand in hand with, product & engineering to improve features and create enhancements for the Kustomer Platform through KPIs and feedback.
- Contributing to over \$1 million in account value of contract signings in 2021 & 1.5 million in 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.

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 drive 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.

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