

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. At my most recent roles as a Solutions Engineer at Meta and Kustomer, a CRM platform, I combined my communication and team management skills with my backend technical skills to drive growth in pre-sales for both companies.

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EMPLOYMENT

Technical Solutions Consultant II | Meta - Remote July 2024 - Present

- Provided technical expertise, ensuring successful implementation and adoption of Meta ad tech solutions.
- Collaborated closely with Account Executives & Customer Success Managers to craft tailored client presentations, effectively conveying complex ad tech integrations.
- Translate customer needs into actionable technical strategies to improve ad tech technologies and their use case for clients.
- Provided in-depth marketing analysis to improve campaign configuration and use of Meta ad technologies.
- Worked hand in hand with Engineering teams and Product specialist to review and file bugs to improve overall performance and use of Meta ad technologies.
- Continuously sought out opportunities to improve processes and workflows, resulting in increased efficiency and productivity for the TSC team.

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.
- Winner of the company-wide DJTAIBAI award for outstanding performance across clients and team members.
- Winner of the Q2 Solutions Engineer award in 2022.
- Winner of Solutions Engineer Rookie of the Year Award 2020.

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, to improve platform experience and fix bugs.

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.

SKILLS

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

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

EDUCATION

Flatiron School | March 2019

- Full Stack Web Development

St. Joseph's College | May 2011

- Bachelor of Arts in Psychology