

# Matthew Arceo

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## Professional Summary

Reliable Tier II Support Developer with a strong foundation in coding and technical support. Experienced in troubleshooting complex issues, rolling out new features, fixing bugs, and assisting with software workflows. Skilled at balancing day-to-day support with technical problem-solving and development tasks. Strong communicator with a proven ability to document, train, and collaborate across teams.

## Experience

### Tier II Support Developer – DAKCS Software (Jan 2025 – Present)

- Troubleshoot and resolve complex technical issues escalated from Tier I support.
- Roll out new features and enhancements while fixing bugs to improve system performance.
- Assist with software workflows, tool integrations, and debugging across proprietary systems.
- Provide reliable customer support via Gmail, Slack, Zoom, Trello, and Zoho.
- Build automation and workflow optimizations using Zapier.
- Write and refine SQL queries, scripts, and lightweight code solutions for client needs.
- Collaborate with developers on bug triage, feature rollouts, and system improvements.
- Train clients and internal staff on technical workflows, ensuring clear communication.

### Technical Product Specialist / UX Designer – DAKCS Software (Jan 2023 – Dec 2024)

- Designed user-centered wireframes and prototypes with Figma to improve usability.
- Integrated Jira and Figma to streamline product and support workflows.
- Conducted user research and client training to drive product satisfaction.
- Partnered with developers to refine product features based on client feedback.

### Support Technician – DAKCS Software (Feb 2023 – Dec 2023)

- Delivered front-line technical support, recognized as top ticket closer for responsiveness.
- Developed MySQL queries and solutions tailored to client requirements.
- Maintained proprietary systems and ensured smooth daily operations.

## Technical Skills

- Support & Tools: Gmail, Slack, Zoom, Trello, Google Docs, Jira, Zoho, Zapier
- Programming & Debugging: HTML, JavaScript, Python, MySQL, Java, C++, C#
- Design & UX: Figma, Prototyping, User Research
- Other: Agile, Technical Writing, Client Training

## **Education | Certifications**

Towson University – B.S. Computer Science (Winter 2022)

- Division I Varsity Baseball | CAA 2nd Team All-Conference (2020)

Certifications

- Google UX Design Professional Certificate (In Progress)

## **Projects**

- Shades of Green – Website designed for a lawn care business with accessibility for older clients.
- Fight Forecast (Ongoing) – Interactive UFC/MMA picks platform for fans to predict outcomes and compete on leaderboards.