615 967-0751
mattk932009@gmail.com
https://www.linkedin.com/in/matthewkroeger/
https://github.com/mKroogz

Matthew Kroeger
Software Developer

PROFILE

I have always had two great passions in life: Music and Technology. From when I received my first computer at 15 years old, I have always loved technology and how everchanging it is. When I had the opportunity to take a computer science class in high school, I jumped at the opportunity, and fell in love with coding. Just like with music, what you can make is only limited by your creativity. I can't think of anything else I would rather do.

EXPERIENCE

Nashville Software School

Intensive full-time 6-month software development bootcamp anchoring learning with both individual and team-based projects.
Tech Stack: Python/ Django; React.js; Javascript; HTML5; CSS3; SQL fundamentals.

Full Stack Software Developer   **Jan 2020-Apr 2020**

● Single-page application development with React and with a focus on modern ES6+ Javascript features
● Version controlled individual and group projects with Git and Github
● Project management with issue tickets and Github Projects
● Database planning by building entity relationship diagrams to define relationships with an emphasis on maintaining a flat data structure

Personal Projects:

Reach2Teach - https://github.com/mKroogz/Reach2Teach

The first problem I got to tackle as a software developer was making an app for my younger sister to teach my nephew. My app, Reach2Teach, is a lesson planner, notebook, and milestone tracker for teaching toddlers. Parents can also keep track of their child with a separate parent view of the app.

● Single-page CRUD app built in React
● Used flat data structure in JSON server for storage
● Styled with Materialize-UI and React Materialize
● Dynamically routed users to different views with React Router DOM
● Conditionally rendered views based on if user is a parent or a teacher.

Group Projects:

Nutshell - https://github.com/nss-day-cohort-38/react-nutshell-purple-turf-storm

Worked in a 4 person team to create a social dashboard with messaging, events, news, and a to-do list. Was personally responsible for creating news feed, and writing out the login and registration process. Also contributed to Nutshell's styling via CSS. Application had full CRUD capabilities and also had login and registration features while managing users in session storage. Tools used included React, React Router, CSS, and Moment.js.

Verizon Wireless

Verizon Wireless is a leading company in the realm of telecommunications and cellular sales. They also are a global provider of information technology and entertainment services.

LNP Department   **2017-2019**
- Worked primarily to move telephone numbers to Verizon Wireless
- Used POPTool ticket system to move numbers between phone carriers and modify requested data where needed
- Would reach out to, and communicate with, users of these numbers, as well as their old telephone service provider when necessary
- Worked with Verizon Wireless account software system called ACSS, as well as the Syniverse database, which is a 3rd party government company that acts as a middleman between phone providers

Customer Care Pro   **2016-2017**
- Mastered soft skills to be a better communicator both with a customer and in a team setting
- Used Compass tool to leverage retention offers with customers based on customer data
- Used interpersonal skills to connect on a personal level with customers to better position solutions
- Met and exceeded calls per day metric and well as customer retention metrics

Customer Care Advocate   **2016-2016**
- Utilized Android and Apple emulators to work through phone technical issues
- Worked with customers to fix issues with cellular devices such as poor call quality, poor network connectivity, and even battery and display issues
- Met and exceeded calls per day metric and led in 3 day resolution for no callbacks

Customer Care Specialist   **2015-2016**
- Used Verizon ACSS Billing system to collect data and assist customer with billing issues
- Used Verizon ACSS internal commenting system to keep team members informed
- Met and exceeded calls per day metric and led in customer survey feedback scores

EDUCATION

NASHVILLE SOFTWARE SCHOOL   **2020-2020**
Full Stack Software Development

MIDDLE TENNESSEE STATE UNIVERSITY
2018-2019
Continuing coursework towards Computer Information Systems.

TENNESSEE TECH UNIVERSITY   **2011-2013**
Completed coursework towards Computer Science.