Mathew Thompson

Experienced and accomplished front-end software developer and site manager looking to leverage extensive background in operations management, customer support, and technology skills into an effective Developer. Passionate about working with the best and learning with a proven ability to come up to speed quickly and effectively.

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Core Competencies

Customer Support

Interfaced with Boeing and Northrop personnel to listen to customer requirements/needs to get the job done. Created and implemented policies, procedures, work flow instructions, and processed issues to resolve any outstanding dilemmas. Worked with Tech Support as a Developer to understand customer issues and create quick results to fix software issues.

Technologies

SproutCore, React, Angular, Javascript, CSS, HTML, SublimeText2, Visual Studio Code, Parallels, AutoCrib, CribMaster, Mac and Windows proficient. Use Jira to track work flow and issues created by Tech Support and QA.

Operations Management

Ran and maintained inventory levels at higher than expected standards. Managed work force to get daily/weekly/yearly tasks done on time and correctly. Created and integrated new statements of work into current working business and communicated needs and requirements to sufficiently and successfully perform duties. Created and maintained KPI's for customer and upper management review

Work Experience

Companion Corporation

Front-End Developer   *Oct 2015 - Sep 2017*

- Responsible for developing new features and software maintenance of organization's top platforms to improve upon design, functionality, and customer experience.
- Collaborating with QA and Customer Support, performed troubleshooting on system issues and provided solutions that quickly and efficiently resolved customer requests.
- Proactively partnered with upper management to lead software development and process improvements to increase efficiencies.
- Provided feedback to create a better UI/UX experience for the customer base.

US Tool Group

Site Manager   *2009 - 2015*

- Established and ran Utah's first US Tool Group Operations Center that supported Boeing in Salt Lake and West Jordan. Worked with Boeing about how to best provide them service and listened to feedback to better support them.
- Met with salesmen to walk them through and introduce them to key points of contact to drum up new business or renew contracts.
- Created and maintained best practices of the team for daily work flow management to meet the needs of the customers and US Tool Group.
- Maintained over 200 service stations daily while tracking over $2.5 million in spending
- Managed employees, provided annual reviews and hired new talent when needed.
- Maintained and ran one of the most profitable Operations Center in the business.

Previous Employment:
Machine Tool Supply   2005-2007
In-N-Out   1999-2005

Education and Ongoing Training

Fort Hayes State University   *2012-2016*

Web Development Course work towards a BSINT.

DevMountain   *2015*

Performed and successfully completed an intensive 12 week program while still performing full work duties at US Tool Group working full time. Immersive studies included Javascript, HTML, CSS and Angular while touching on MongoDB and FireBase.

Udemy/Pluralsight Online Courses   *On Going*

Various online technology courses to further enrich my technological abilities: React, Node, ES6, Advanced JS are what I am currently focusing on.

Universal Technical Institute   *2008-2009*

Immersive trade school studying automotive science and theory. Repaired and troubleshot diagnostics on all aspects of car repair.