

# Matt Chiaro

## Full-Stack Developer

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### Summary

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Enthusiastic and innovative professional with a background in sales and a recent Certificate in Full-Stack Web Development from Northwestern University. Eager to apply a strong track record of exceeding goals and exceptional customer engagement to web development projects.

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### Skills

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**Web Development:** React, CSS, HTML, MongoDB, MySQL, Bootstrap, JavaScript, GraphQL, Heroku

**Sales:** Customer Engagement, Upselling

**Management:** Team Leadership, Training, Conflict Resolution

**Customer Service:** Retention, Satisfaction Enhancement

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### Experience

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#### Cintas Corporation / Service and Sales Representative

AUGUST 2021 - APRIL 2023, ROMEOVILLE, IL

Managed a route of over 100 customers weekly, providing frontline support for diverse customer issues.

Achieved a 50% increase in route volume by implementing upselling strategies and tailoring solutions to individual business needs.

Recognized as the "Romeoville Rockstar" of September 2022 for consistently exceeding expectations.

Led training sessions for new hires and routinely conducted successful "ride-alongs."

#### Discount Tire / Assistant Manager

AUGUST 2014 - JULY 2021, VARIOUS LOCATIONS

Managed multiple locations, contributing to increased sales and customer satisfaction.

Played a key role in generating substantial sales growth during challenging periods.

Led training initiatives, customer service enhancements, and successful product launch campaigns.

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## Education

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### Northwestern University / Certificate

MAY 2023 - AUGUST 2023, CHICAGO

Certificate in Full-Stack Web Development from Northwestern University Coding Bootcamp

Completed hands-on projects in React, CSS, HTML, MongoDB, SQL, and Bootstrap, demonstrating proficiency in modern web development technologies and best practices.

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## Interests

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**Guitarist:** Proficient in the guitar with over 16 years of experience. I currently perform with one of the most prominent cover bands in the Chicagoland area, demonstrating creativity, artistic expression, and dedication.

**Skydiving:** I recently earned my A License from Skydive Chicago in Ottawa, IL, demonstrating commitment, discipline, and an ability to perform under pressure.

**Gardening:** I enjoy keeping a vegetable garden as well as several indoor plants, including a venus fly trap!