

Matthew Caplovitz

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EDUCATION

Brandeis University *B.A in Computer Science, with minors in Business and Film*
Deans List 2021-2023

May 2023
Waltham, MA

WORK EXPERIENCE

- SpeakerMatch

Jan. 2017 – Present

Software Engineer

 - Built features and assisted in the management of the website
 - Streamlined contact management system, reducing call operations by 35% - almost 3 minutes per call
 - Worked with the founding engineer to maintain and extend codebase
 - Developed integration with Speaker-AI
- Information Technology Services Helpdesk - Brandeis University

Aug. 2020 – June 2023

Manager

 - Provide comprehensive support to a large user base of over 6000 individuals, efficiently handling and resolving 250 to 300 support tickets per week. This includes troubleshooting, diagnosing issues, and ensuring that all user needs are met in a timely manner.
 - Serve as a skilled systems technician and frontline support specialist, responsible for repairing computers and software. This role involves meticulous attention to detail, expertise in various hardware and software technologies, and a commitment to restoring functionality and enhancing user experience.
 - Worked directly with customers on support and operations
- Teaching Assistant- Brandeis University

Aug. 2022 – May. 2023

Introduction to Python Teaching Assistant

 - Assisted over 110 students in understanding Python programming concepts during lab sessions and office hours.
 - Review and grade Python assignments, providing constructive feedback to help students improve.
 - Collaborate with the course instructor to develop Python lesson plans, assignments, and exams.
- Greene Family Camp

Jun. 2019 – Oct. 2021

Media-Video Lead

 - Led the production and creation of promotional video content
 - Edited, directed, acted, and managed large-scale video projects with thousands of viewers
 - Drove engagement and outreach, facilitating special events focused on bringing in new users

PERSONAL PROJECTS & ACTIVITIES

- **Speaker-AI**
 - o Developed a web scraping and content parsing Node.js application, integrated with the OpenAI API for real-time content analysis.
- **[Chauffeur Service Website](#)**
 - o Developed and implemented a website for a small business using Node.js, HTML and CSS
 - o Leveraged Square API among others to allow for seamless payment
- **[Deishacks 2021](#)**
 - o Implemented a [website](#) to help the homeless find resources in the greater Boston area
 - o Leveraged IP geolocation in concert with the Google Maps API to provide users with nearby services
- **[Wardrobe Chrome Extension](#)**
 - o Designed a chrome extension that enables cross-provider price aggregation
 - o Implemented a proof of concept using CORS overrides and the JavaScript Fetch API
- **[Wellesley Hackathon 2021](#)**
 - o Designed a concept social media website to connect people through the Spotify “Now Playing” API
- **[Deishacks 2022](#)**
 - o Used Figma to design an interactive app prototype to help kids with financial literacy
- **[Deishacks 2023](#)**
 - o Developed a standardized Excel tool and an internal analytics platform for [Clipper Ship](#) to efficiently visualize and understand grant allocations for local youth programs.
 - o Leveraged the PyScript framework after initial challenges with Node.js and Python integration, successfully integrating data analytics tools like pandas.

SKILLS, LANGUAGES, & INTERESTS

Languages: Java, Python, SQL, Pandas, HTML, CSS, JavaScript, PHP
Skills: Programming, Video Production, Adobe Creative Cloud, Project Management, Robotics, Teaching
Interests: Reading, video games, Magic the Gathering, traveling, graphic design, learning, problem solving, Seinfeld

