Matthew Davis

Customer Success Engineer
Web Developer

Experience

Customer Success Engineer
2015 - 2018
Capriza, Inc - Palo Alto CA

Capriza specializes in enterprise mobility with a low-code platform that allows business customers to quickly create mobile workflows that are integrated with their existing business applications without APIs.

- Development of web-based mobile applications and integration with customer backend systems such as SAP, PeopleSoft, and Sharepoint.
- On-site customer training in Capriza platform technology.
- Remote support for troubleshooting application development and deployment.
- Built integration using Java Apex between Salesforce and Pivotal Tracker to sync CS technology requests with product development scrum.

PHP Developer and Customer Success Engineer
2015 - 2015
LaunchPad Central - San Francisco CA

The LaunchPad platform uses the Steve Blank lean methodology to help incubators, startups, and R&D divisions refine their business proposals prior to investment and development.

- Full-stack PHP development, maintaining and upgrading existing SaaS platform.
- On-boarding and training customers in LPC platform.
- SQL database management of platform data and user metadata.
- Remote customer support for troubleshooting user and platform issues.

Apple Certified Technician
2011 - 2015
Apple Inc - Chicago IL

- Hardware repair of Apple mobile devices and laptop and desktop computers.
- iOS and macOS software troubleshooting and support.
- Customer training on iLife, iWork suites.
- Repair administration including parts inventory management and documentation.

Web Development and Customer Support
2009 - 2011
Wood Floors Plus, Inc - Glen Burnie MD

- Ported existing Java-based internal inventory and product system to homegrown PHP web application.
- Website development with a PHP and SQL stack.
- Creation of basic map waypoint and poly-line script to optimize delivery routing.
- Built web tool for product information templates to expedite label creation.
- Customer and sales support.

Programming Instructor
2003 - 2005
Sabatech - Baltimore MD

- Instructed city students on the basics of Assembly programming.
- Built Assembly-based demo applications.

Education

DePaul University
College of Computing and Digital Media - Information Technology

Eastern Technical High School
Engineering Major - Certificate of Merit

Contact

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Expertise

Development
JavaScript, PHP, SQL, CSS, HTML, jQuery, Twig, Symfony, XPath

Platforms
Microsoft Windows
Mac OS
iOS
Linux (Ubuntu)

Tools
Git, XAMPP, VirtualBox
Office, iWork, iLife
Breeze, Asana, Slack, Atlassian
Assembla, Zendesk
Pivotal Tracker, Salesforce