

# Matt Eckman

Software Engineer

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## SKILLS

**Languages** - JavaScript, HTML, CSS, Python

**Libraries and Frameworks** - Node.js, Express, React.js

**Database** - MongoDB, Mongoose, SQL

**Other** - RESTful API's, JSON, GitHub, EJS

## PROFESSIONAL EXPERIENCE

**Client Support Analyst** | Surgical Information Systems | Alpharetta, GA

November 2021 - April 2022

- Ensured 100% product compliance with User Testing and Software requirements with rigorous QA testing best practices
- Improved product quality and reliability through risk assessment on a weekly basis
- Analyzed test results to identify problem areas and tracked them in a collaborative tracking system (JIRA)

**HelpDesk Manager** | Octane5 International LLC | Alpharetta, GA

November 2017 - August 2021

- Provided proactive technical support and troubleshooting to 10,000+ users on software related issues
- Ensure timely resolution of all reported issues by maintaining consistent communication with end-users
- Data collection and manipulation for spearheading strategic initiatives and alignment

**Desktop Support Technician** | Atlanta Falcons/AMBSE - Flowery Branch, GA

November 2015 - August 2017

- Administered enterprise-wide infrastructure consisting of hardware, software, LAN and telecom
- Managed vendor relationships, including scheduling site visits and invoices
- Utilized strong technical expertise in delivering internal help desk support for 150+ staff in multiple locations

## SOFTWARE DEVELOPMENT PROJECTS

July 2021 - Sept. 2021

**HomeBrew Library (HTML, CSS, Express, Node, EJS, Mongoose & MongoDB)**

- Designed, developed, and deployed full-stack web application with RESTful service by Node and Express.
- Created one-to-many relationship between models and rendered the front-end with EJS templates.
- Implemented back-end in Node.js and Express, using MongoDB database.

## EDUCATION

**GENERAL ASSEMBLY | REMOTE**

April 2022 - July 2022

Full-stack software engineering immersive student in an intensive, twelve-week, 450+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.