MATT TITCHENER

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Experienced UX designer and full stack software engineer, with broad interest in designing digital products with a focus on accessibility and user-centered design.

PROFESSIONAL EXPERIENCE

Questel

Senior Software Engineer (Remote)   August 2019—July 2020

Led remote engineering team in the Philippines and US; established solution architecture and mentored team through code reviews and one-on-ones. Responsible for estimating and scoping work with a Product Owner using the Kanban agile methodology. Introduced UX best practices and design collaboration tools throughout product teams; hired UX resources.

- **Questel Client Portal**—Flagship SaaS product to provide intellectual property self-service to businesses and legal agents. Built on a microservices architecture with .NET Core 3.1 with C#, Vue.js, domain driven design (DDD) and command-query responsibility separation (CQRS). Contributed directly to UX research, user journeys, workflows, and visual design.

Colorado State University

Lead Software Engineer (On-Site and Remote)   August 2012—August 2019

Led team responsible for engineering and UXD, mentored junior and mid-level engineers and conducted code and design reviews. Established best practices for engineering, SEO, and design through continuous learning, research, and collaboration. Responsible for estimating, scoping, and product roadmap.

- **Student course discovery experience proof-of-concept**—Rapid prototype of course discovery experience for students, including search and faceted filtering. Built with Node.js and custom JavaScript framework.

- **Intranet and Employee Management System**—Division-wide intranet application, including employee management, leave requests, announcements, markdown Wiki, and Single Sign-On. UXD and visual design from scratch, built with ASP.NET MVC with C#, SQL Server, custom JavaScript UI framework, and Sass.

- **Course Management System**—Web application to manage and drive course life cycle, including legal contracts, instructors, and asset management. Implemented using ASP.NET Core MVC with C#, EF Core, Razor, JavaScript, and domain driven design (DDD) best practices.

- **Registration events pipeline**—Real-time integration from third-party registration platforms to push course, student, and enrollment events to campus services. Built with Azure Durable Functions in C#.

- **Learning Analytics survey delivery**—Student surveys engine, with front-facing surveys and administration web application. UXD and visual design from scratch, built with ASP.NET Core MVC with C#, Razor, JavaScript, and Sass.

- **Learning Analytics events pipeline**—Aggregation of student interaction event feed from Amazon SQS message queue to learning datastore. Built using .NET Core, EF Core, Task Parallel Library, SQL Server. Includes proof-of-concept Kappa architecture to demonstrate high-volume processing and aggregation of "learning events" to drive learning analytics dashboards. Built with Apache Kafka, Kafka Streams, JVM.

- **API scraper**—CLI application to efficiently collect millions of data points from the CSU Learning Management System (LMS) for BI analysis. Built with .NET Framework 4.6 with C#, Apache Solr, Lux, and DDD best practices. Includes development of API scraper library for declarative pagination, redirects, and sub-resource navigation.

Independent Contractor

Full Stack Web Developer   February 2010—Present

- **Yet Another Project List**—An open-source project management tool for small teams who think in lists. Build with ASP.NET Core MVC, backed by Neo4j graph database.
- **Ground Truth Molecular Inc.**—Provided UX, visual design, and development of startup's launch site, brand, and product pages. Built with PHP, JavaScript, and Sass.
- **In-Situ Inc.**—Provided consulting services for marketing automation, professional development and training, web analytics configuration and tag management. Professional services, including designing and developing high-converting landing pages and product page layouts.
- **Bibles for America, Inc.**—Redesigned Operations Management System architecture UI/UX. Promoted use of modern web application technologies. Worked remotely for duration.

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Full Stack Software Engineer   April 2011—August 2012

- **RBC investment platform**—Project lead for new Royal Bank of Canada investment platform for inexperienced investors. Included first-to-market gamification feature set and badges. Built with ASP.NET MVC, Razor, jQuery plugins, and Sass.
- **Prototype manager**—internal tool for the Design team to manage wireframe and mockup versioning and design variants. Built with ASP.NET MVC, JavaScript.
- **RBC Portfolio Rebalancer**—maintained and enhanced white-label RBC portfolio rebalancer product. ASP.NET MVC, custom view-engine called "Element", jQuery, and CSS.
- **JPMorgan Chase investment platform**—Team member to maintain and enhance JPMorgan Chase investments and derivatives white-label product. ASP.NET MVC, custom view-engine, jQuery, CSS.

Bibles for America, Inc.

Front End Web Developer, UX Designer   November 2006—February 2010

- **Corporate website UX redesign**—increased orders 10–15%.
- **Google Maps overlay generator**—GIS reporting prototype, plotting millions of data points using custom generated map overlays. Built with .NET Framework console application with C#, GDI+, SQL Server.
- **Operations Management System**—contemporary JavaScript front-end with jQuery backed by ASP.NET WebForms. Team member of four-person Scrum team. Product released to 200+ representatives nationwide.
- Contracted to affiliates to establish brand identity and solid foundation for customer experience, infrastructure, and information systems.

Independent Contractor

Front End Web Developer, UX Designer   October 2003—November 2006

- **Point B**—SharePoint redesign; coordinating closely with Point B management. Delivered high-fidelity mockups and style guides.
- **Boxes and Arrows**—Redesigned and implemented boxesandarrows.com, a leading online UX magazine. Worked closely with industry leading Information Architects and Web Developers. HTML, CSS, JavaScript.

EDUCATION

King's College, London
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Bachelor of Science   June 2000—July 2003

Physics with Computer Science

AWARDS & RECOGNITION

- Winner of Tor GUI design competition   2006
- Winner of Boxes and Arrows design competition   2005