

# Matthew Fitch

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## Summary

A designer/developer who loves learning new things, working with awesome people, and clean, modern design/code.

## Education

### California Polytechnic State University

B.S., Business Administration  
2008

### Bloc

Completed UX/UI Design and Front End Development Courses  
2016

## Activities

### Fatherhood

Two girls, Pearl (7) and Daisy (5)  
2013 - present

### MTB

Dirt surfing the Central Coast  
2019 - present

### Surf

Shredding the gnar  
2006 - present

## Skills

- Sketch App
- Adobe Creative Suite
- Responsive Design
- Invision Prototyping
- HTML5/CSS3
- SASS
- Javascript
- Git

## Experience

### Ronningen Design

Remote

*Designer && Developer* | Sep 2016 - March 2021

#### DESIGN TASKS:

- Interview stakeholders to learn design preferences and compile inspiration boards — including general themes, typography and color palettes.
- Create mockups in Sketch from clients' inspiration boards. Produce site typography, page block design, and Invision prototypes.
- Craft pages for websites once site structure is in place. Including photo sorting and rating in Lightroom, and placing content on pages, and occasional copy writing.

#### DEVELOPMENT TASKS:

- Set up project repo in Bitbucket, and initiate local development environment.
- Configure site settings in AWS console.
- Style up a vanilla base theme to bring previously produced mockups to life.
- Browser test all modern web browsers.

### Experts Exchange LLC

San Luis Obispo, CA

*Customer Support Manager* | Jan 2015 - Oct 2015

- Implemented a feedback loop to pass customer input directly to development team to build a stronger product.
- Improved existing customer service policies and procedures to ensure excellent customer experiences.
- Was the internal voice of the customer; standing up to key stake holders on issues where customers service was lacking.
- Improved existing refund policy to maximize customer satisfaction.

### Shopatron Inc.

San Luis Obispo, CA & Swindon, UK

*Various Positions* | Sep 2008 - Dec 2014

- Account Manager: Scoped out and sold professional services work, including web design and online marketing services, to existing clients.
- Project Manager: Scheduled, implemented and trained clients on both back end product management, online retail and dealer integrated order fulfillment.
- Operations Manager: Managed and lead a multi-lingual customer support team in an overseas environment as well as provided second-tier technical support, implementation solutions, and channeled the voice of the European consumer.