# Matthew Fitch

## UX/UI Designer

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## Summary

An efficient, fun and fantastic UX/UI Designer with development skills to pay the bills.

## Education

**California Polytechnic State University**

B.S., Bussiness Administration
2008

**Bloc**

Completed UX/UI Design and Front End Development Courses
2016

## Activities

**Fatherhood**

Two girls, Pearl (2.5) and Daisy (0.75)
2013 - present

**Husbandry**

Wedded to Alexa Fitch
2010 - present

**Surf**

Shredding the gnar
2006 - present

## Experience

**Experts Exchange LLC**                                   San Luis Obispo, CA

**Customer Support Manager |** Jan '15 - Oct '15

- 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

**Client Account Manager |** Jun '13 - Dec '14, Winter '10 - Apr '12

- Scoped out and sold professional services work, including web design and online marketing services, to existing clients.
- Worked closely with product team to provide client feedback and improve overall product.
- Worked with clients to increase sales, managed aggregate client yearly GMV totaling $16 million.
- Provided excellent service to bolster client retention and satisfaction.

**Shopatron UK Ltd**                                       Swindon, UK

**Operations Manager |** Apr '12 - Jun '13

- Managed and lead a multi-lingual customer support team in an overseas environment.
- Provided second-tier technical support to merchants on the Shopatron system.
- Implemented the Shopatron order management software for new clients.
- Identified how the Shopatron core product needed to be improved to meet the needs of European consumers and merchants.

**Shopatron Inc.**                                         San Luis Obispo, CA

**Implementation Manager |** Fall '08 - Winter '10

- Trained clients on how to use our proprietary order exchange and product data management software.
- Lead project manager of ongoing data prep project for one of Shopatron's largest clients.
- Balanced schedule of project aspects to meet clients' needs while accounting for availability of company resources.
- Trained clients on how to use our proprietary order exchange and product data management software.

## Skills

- HTML5/CSS3
- Sketch App
- Invision Prototyping
- SASS
- Javascript
- jQuery
- AngularJS
- Responsive Design
- Illustrator
- Photoshop
- Balsamiq
- User research and user testing
- Ukulele