

Matthew Fitch

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Summary

A designer who loves the golden ratio, learning new things, working with awesome people, and clean, modern design.

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 (4) and Daisy (2)

2013 - present

Husbandry

Wedded to Alexa Fitch

2010 - present

Surf

Shredding the gnar

2006 - present

Skills

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

Experience

Ronningen Design

Remote

Designer | Sep 2016 - Present

- Interview stakeholders to learn design preferences and compile inspiration boards for clients, including general themes, typography and color palettes.
- Create mockups in Sketch from clients' inspiration boards. Site markdown and page blocks design, and Invision prototypes for mockup approval.
- Communicate with developers while websites are being developed.
- 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.
- Train clients on how to use Typewriter, Ronningen Design's proprietary content management system.
- Miscellaneous maintenance tasks from print flyers and business cards to promotional graphics.

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 stakeholders on issues where customer service was lacking.
- Improved existing refund policy to maximize customer satisfaction.

Shopatron Inc.

San Luis Obispo, CA, and 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.