

Matthew Fitch

UX/UI Designer

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Summary

An efficient, fun and fantastic UX/UI designer, who knows a thing or two about web development.

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 (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

- Managed multiple client implementations simultaneously; from smaller 15 hour projects to larger 50+ hour enterprise clients.
- 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
- GitHub
- Ukulele