Matthew (Hunter) Steffner

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I am a Full-Stack Web Developer with a background in Technical Support for Banking Software. The acquisition of new skills and using them to diagnose and resolve problems is something that I am highly accustomed to. I have worked in fast-paced environments for years and can both thrive and learn well under pressure. My work ethic is one of the most reliable there is, and I look forward to getting to demonstrate it.

SKILLS & ABILITIES

Web Development:	HTML, CSS, JavaScript, React, Node.js, Express.js, MongoDB, JQuery, Bootstrap, MySQL, Handlebars.js Git, Visual Studio Code
Other:	Public Speaking, Problem Solving, Customer Service, Conflict Resolution, Professional Writing, Collaboration Experience, Spanish, Translation

MY PROJECTS

Portfolio: https://huntersteffner.github.io/Portfolio-with-React/

GitHub: https://github.com/huntersteffner

WORK EXPERIENCE

Software Support Specialist | NCR Corporation | September 2017-June 2022
· Worked in a Technical Support Role for Banking Software that was licensed to mid-sized banks.
· Answered phone calls, emails, and chats from clients concerning issues with applications.
· Conducted research to diagnose and troubleshoot cause of errors clients were experiencing.
· Escalated issues to downstream teams for assistance as needed.
· De-escalated potential conflicts with frustrated customers.
· Maintained positive relationships with existing customers by efficiently resolving issues.

Logistics Intern | Lenox International | May 2016-July 2016
· Worked Conducted Research for special allocation in a warehouse

EDUCATION

Certificate | Fall 2022 | Georgia Institute of Technology Tech
· Full Stack Coding Boot Camp: Three Month Program

Bachelor's | May 2017 | Georgia Southern University
· Major: Logistics
· Minor: Spanish
· Grade: Magna Cum Laude

Certificate | Summer 2015 | Cuauhnáhuac Institute of Language and Culture
· Studied Abroad in Cuernavaca, Mexico to learn Spanish