

# Ian Matos

Full Stack Software Engineer

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I am a motivated Software Engineer with a passion for crafting efficient and user-friendly applications. Proficient in coding, debugging, and problem-solving, with a strong foundation in programming languages such as JavaScript and Mongo. Dedicated to continuous learning and staying up-to-date with industry trends. Collaborative team player with excellent communication skills and a keen eye for detail. Excited to contribute creativity and innovation to projects while further developing technical expertise.

## SKILLS

**Languages** - JavaScript, HTML, CSS, Python, SQL, Mongo, JSON, Typescript, EJS, DTL

**Database** - PostgreSQL, MongoDB, Node.js

**Libraries and Frameworks** - React (class based and hooks), Express.js, Django, JQuery, Bootstrap, Axios, Tailwind.css

**Other** - RESTful Routing, JSON api

## SOFTWARE DEVELOPMENT PROJECTS

### Unsplash Images | JavaScript, React, React Query, Axios, Vite, Unsplash API

8/2023

- Spearheaded the development of Unsplash Images, a dynamic React.js project harnessing the Unsplash API to provide users with an immersive photo discovery experience.
- Leveraged the power of Vite, JavaScript, and React.js to create a high-performance web application, ensuring users can seamlessly explore captivating photos through custom searches.
- Implemented a user-friendly Dynamic Photo Search feature, utilizing the Unsplash API, enabling users to effortlessly discover images tailored to their preferences.
- Enhancing user comfort and visual appeal, introduced an Interactive Dark Mode toggle, allowing users to switch between light and dark modes effortlessly for a comfortable browsing experience at any time.
- Optimized state management through the integration of React Query and Axios, enhancing data fetching and caching, resulting in smoother interactions and faster load times, ultimately improving overall user satisfaction.
- Embraced responsive design principles, ensuring the project adapts flawlessly to various screen sizes and devices, delivering a consistent and delightful user experience across platforms.

### Color Generator | JavaScript, React, React-Toastify, Vite, Values.js, Nanoid Library, Clipboard API

7/2023

- Developed Color Generator, a web application using Vite and React.js, offering users a seamless experience in exploring and generating colors based on hex codes.
- Implemented a robust search feature allowing users to input hex codes, instantly generating 20 color options with shades and tints for each code.
- Integrated Clipboard API and Nanoid library for efficient copying of selected color hex codes, enhancing user convenience in design workflows.
- Utilized React Toastify library to provide informative and visually appealing notifications, ensuring a smooth user experience throughout color generation and copying.
- Designed the application to be fully responsive, ensuring compatibility across various devices and screen sizes, enhancing accessibility for users.

### React-Todo-App | JavaScript, React, Redux, Framer Motion

4/2023

- Front End of this application was created using React hooks and components for the functionality of the project including all CRUD operations.
- Framer Motion was used for all animation purposes to create a user-friendly experience.
- Used JSX and Redux to construct and render a single page application, JavaScript and jQuery to interact with them through the DOM, and AJAX to communicate with a backend API.

## PROFESSIONAL EXPERIENCE

### **Customer Success Supervisor**, Zola.com | New York, NY

6/2018 - 11/2022

- Manage and provide feedback to 40+ direct report agents while managing customer escalations, backlog queues, and presenting daily strategic plans for team members.
- Promoted to a management role within 2 years based on consistent highest productivity rate of 12.2 tickets/hour (from an average of 5/hour) and CSAT (Customer Satisfaction Rating) of 90%.
- Create and present Customer Service quarterly presentation to 50 agents; content includes methods to improve ways of working, streamline, and create higher levels of efficiencies throughout the customer service process; resulting in overall customer satisfaction increase by 5% (from 85% to 90%) since presented.
- Analyze agent productivity data to assess individual goal measurements, productivity trends, targets, and opportunities; management utilizes this report in quarterly company reporting.

## EDUCATION

### **General Assembly**, Software Engineering Immersive | Remote

8/2021 - 3/2022

Full-stack software engineering immersive student in an intensive, 24-week, 450+ hour program focused on product development fundamentals,

object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

**Full Sail University**, Bachelors of Science in Recording Arts | Orlando, Florida

**10/2012 - 10/2014**