

**MATTHEW HARDWICK** [matthardwick@gmail.com](mailto:matthardwick@gmail.com) [559-362-2408](tel:559-362-2408)

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## Skills Summary

I am a Front-End Web Developer, Licensed health insurance agent as well as a long time customer service expert.

I've helped businesses focus on their product/service instead of being distracted by the volatile nature of the insurance industry. I have held a customer-interacting job since I was in high-school and have learned how to handle virtually any situation on the spot. I also love to build websites and web applications.

When I'm not working or trying to learn something new, you can find me playing with my dog or obsessing over mechanical keyboards.

## Education

*Hanford West High School (Diploma - 2004)*

*Udacity Front-End Web Developer Nanodegree*

Completed in October 2016, you can view all of my course projects on my GitHub page.

## Work Experience

*DerManouel Insurance Group*

*Account Manager / April 2013 to September 2016*

Licensed Insurance Agent in California for Life and Health. Managing a dedicated book of business, responsible for maintenance of the account as well as marketing from beginning to end. In the three years I spent with people who had a minimum of 15 years experience I was able to become the Account Manager handling one of the highest amount of clients in company revenue, second only to the department manager. Millions of dollars of commission and thousands of client's employees were my responsibility.

In addition to everyday duties of employee benefits account management, I built tools and applications that massively improved my department's efficiency as well as custom applications for clients to better help their employees make critical life decisions regarding their (and their family's) healthcare.

## *Aetna Inc.*

*Customer Service Representative / January 2008 to April 2013*

- Taking calls from an inbound queue from members, providers, plan sponsors, and brokers.
- Assigned to the "mentor queue," taking calls from other customer service representatives and handling supervisor requests.
- Monitoring the "Fresno Small Group Mailbox," an email box designed to answer questions from brokers, general agents, and Sales Executives regarding escalated claim and enrollment issues.
- Regional Business Sales Support Appreciation Award for 2012. Recognized for performing excellent service and collaborative efforts to Aetna's Sales team.

## *Alpha Designs*

*Graphics Designer / April 2004 to June 2006*

- Managed orders from customers in person and over the phone
- Developed graphics for silk-screen, embroidery, signs, and print.
- Installed signs and vinyl graphics as well as sand blasting.

## *Personal Projects*

### *Fullstack Project - Multi-User Blog*

<https://mhardwick-blog-project.appspot.com> - <https://github.com/matthardwick/fullstack-blog>

Using python, jinja2 templates and polymer components, created a multi-user blog platform on Google's App Engine

### *Personal Portfolio Page*

<http://mattdhardwick.com/portfolio>

Developed a personal portfolio page using HTML, CSS, and the Bootstrap framework. The page is fully responsive and works on mobile, tablet, and desktop browsers.

### *Interactive Resume*

<https://github.com/matthardwick/frontend-resume>

Using jQuery, developed an interactive resume application that reads all data from a JSON file and dynamically modifies the DOM.

### *Google Maps API Project*

<https://github.com/matthardwick/maps-api-project>

A single-page web application, built using the Knockout framework, that displays a Google Map of an area and various points of interest. Users can search all included landmarks and, when selected, additional information about a landmark is presented from the FourSquare API.

### *Website Optimization Project*

<https://github.com/matthardwick/frontend-nanodegree-mobile-portfolio>

Two separate projects, one to optimize an inefficient website to a pagespeed insights score above 90 for mobile and desktop, and another to fix the critical rendering path and remove the jank causing it to run below 60 frames per second.

### *Where the Garden Grows Preschool*

<https://github.com/matthardwick/wtgg>

Hosted on digital ocean ubuntu 14.04, set up the webserver/server block. Running Grav CMS for the business owner to maintain. I volunteered my time/hosting cost, free website for them, free practice for me.