

MATTHEW HARDWICK

Web Developer 📍 LOS ANGELES, 91040, UNITED STATES | 559-362-2408

◦ DETAILS ◦

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◦ SOCIAL PROFILES ◦

GitHub
github.com/matthardwick

LinkedIn
linkedin.com/in/matthardwick/

Personal Website/Portfolio
matthardwick.com

◦ SKILLS ◦

Customer Service
Web Development
eCommerce
Account Management
HTML
CSS
Javascript

👤 PROFILE

With over 10 years of Customer Service and claims experience - both over the phone and electronically (e-mail and various other customer service software/portals), I have built my professional career around helping people understand complicated information and troubleshooting issues. I have worked with individual customers directly as well as business owners, HR staff, other companies, hospitals, doctors' offices, and billing departments throughout the years.

In addition to Customer Service, I have built and worked on Websites for several years, including eCommerce businesses. I'm incredibly excited to use my past experiences and knowledge to move into a new industry full-time.

📁 EMPLOYMENT HISTORY

Web Developer at Freelance, Los Angeles

2014 – Present

- Developed Personal and Business websites for clients.
- Optimized eCommerce websites for SEO/SEM.

Benefits Client Advisor at Poms & Associates, Woodland Hills, California

2017 – 2017

Licensed Insurance Agent for Life/Health.

- Managed a book of business as part of a small team.
- Developed technological solutions for my team to improve efficiency and make their jobs easier.
- Created quotes and proposals to assist in Sales.
- Developed marketing materials and attended enrollment meetings to assist in new Sales, renewals, and individual enrollments.

Customer Service Agent at DerManouel Insurance Group, Fresno

2013 – 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 process from beginning to end.

- Created and requested thousands of quotes and proposals.
- Provided custom marketing tools and materials to clients to save them time and money.
- Consistently developing new workflows within my department to increase efficiency.
- Excel expert and go to person for the entire Agency to create complex spreadsheets or for any work software questions/training.

Customer Service Representative at Aetna, Fresno

2008 – 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.

Graphics Designer at Alpha Designs, Hanford

2004 – 2006

- Managed orders from customers, both in person and over the phone.
- Developed graphics solutions for silk-screen, embroidery, signs and print media.
- Installed signs and vinyl graphics.
- Experience in daily use of graphics software such as Adobe Photoshop and Illustrator.



EDUCATION

Udacity

2016 – 2016

Degree: Front End Web Developer Nanodegree

Udacity

2018 – 2018

Degree: Grow With Google Challenge Scholarship