MATTHEW POOL

Software Engineer | Product Designer

UI/UX | Native Mobile | Full-Stack Web | AI/ML | Technical Sales

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PROFESSIONAL SUMMARY

Software Engineer and Product Designer with a B.S. in Computer Science (3.99 GPA). Brings a rare combination of technical depth and proven sales performance — including a track record as a top-ranked outbound B2B/B2C sales representative for Fortune 500 clients and over 10 years in technical support roles requiring clear, confident communication of complex information to diverse audiences. Architect of *Flick*, a production-grade Android application featuring ML-powered recommendations and secure backend infrastructure. Expertise spans the full software lifecycle, prioritizing clean architecture, automated testing (CI/CD), and accessible, high-performance design.

EDUCATION

Bachelor of Science in Computer Science

Southern New Hampshire University (Manchester, NH) • Sep 2021 - Dec 2024

🏆 **Summa Cum Laude** • *3.99 GPA* • **President's List (2023-2024)**
📜 *Certificate in Data Analysis* • *uCertify (2024)*

Associate of Arts in General Studies

Tyler Junior College (Tyler, TX) • Aug 2003 - May 2005

TECHNICAL SKILLS

🎨 Design & Graphics

UI/UX Design, Figma, LucidChart, Adobe Creative Suite, Responsive Design, User Flows & Information Architecture

💻 Programming Languages

Python, JavaScript, TypeScript, Kotlin, Java, C/C++, C#, SQL

📱 Mobile & Interactive

Android SDK, Jetpack Compose, Material Design 3, Unity, OpenGL/GLSL, MVVM Architecture, Coroutines, Hilt, Firebase, REST APIs

🌐 Web Technologies

React, Node.js, HTML5, CSS3, Vite, MEAN/MERN, MVC, Bootstrap, Tailwind CSS, Spring Boot

🗄 Databases

MySQL, MongoDB, Firebase Firestore, DynamoDB

⚙ DevOps & Tools

Git/GitHub, GitHub Actions, CI/CD, Docker, AWS, Gradle, Maven, Agile/Scrum, SDLC, Software Design Patterns

🔒 Testing & Security

JUnit, MockK, Espresso, Jacoco, OWASP Dependency-Check, Snyk, RSA/AES/CA/TLS, Unit Testing, Integration Testing, Instrumented Testing

🤖 Data Science & ML

TensorFlow, scikit-learn, Pandas, NumPy, Matplotlib, Jupyter Notebook, AI/ML (DNN, DQN, CDNN, MDV)

PROFESSIONAL EXPERIENCE

Lead Software Engineer & Product Designer
Jan 2025 – Present

AppBuddy (Independent Venture)

- **Product Strategy & Execution:** Architected and launched Flick, a complex native Android video streaming platform.
- **Android Engineering Architecture:** Engineered a scalable native Android application using Kotlin and Jetpack Compose (Material Design 3); implemented clean architecture (MVVM), Hilt dependency injection, and offline-first data synchronization.
- **ML-Driven Personalization:** Designed and deployed a proprietary content recommendation engine that analyzes user engagement signals to dynamically rank video feeds.
- **Infrastructure Optimization:** Engineered a cost-efficient backend strategy by integrating Retrofit with the Archive.org API, leveraging public domain assets to reduce content delivery costs to near-zero.
- **DevOps & Quality Assurance:** Built a robust CI/CD pipeline via GitHub Actions, automating unit (JUnit/MockK) and UI tests (Espresso) to ensure virtually crash-free sessions in production.

Career Break & Independent Projects
2014 – 2021

Winnsboro, TX

Planned career break to manage family operations and execute independent construction projects.

- **Family Operations Management:** Served as primary caregiver and home manager (2015–2020), facilitating spouse's return to academia (BBA, 2017–2019) and managing logistics for a family of five.
- **Woodworking & Design:** Executed custom woodworking projects for Diamond G Cedar (2014), managing inventory, client specifications, and delivery schedules.
- **Construction & Engineering:** Designed and constructed a residential structure (2-room tiny home) from raw materials (2010/Ongoing); managed resource allocation, structural planning, and electrical/finish work.

Technical Support, IT Operations & Inbound Sales (2011–2013)

Desktop Support Specialist • Sutherland (2013)
Tech Support Representative • National Electronics Warranty / DirecTV (2011–2012)
Tech Support Agent • TeleNetwork / Frontier Communications (2011)

- **Technical Communication:** Translated complex hardware, software, VoIP, and ISP issues into clear, actionable guidance for non-technical customers — directly applicable to communicating technical concepts across diverse audiences.
- **Inbound Sales & Upselling:** Identified upsell and upgrade opportunities during support interactions, consistently meeting or exceeding sales and satisfaction targets alongside call volume goals.
- **Remote Diagnostics & Documentation:** Diagnosed and resolved complex issues via remote desktop tools; documented resolutions in CRM knowledge bases to improve team-wide efficiency.

Retail Operations (2009–2010)

Retail Associate · Kmart (2009–2010)

- **Floor & Receiving Operations:** Stocked shelves, unloaded and sorted delivery trucks, and executed plan-o-gram layouts to ensure accurate product placement and full department compliance.
- **Customer Service & In-Store Sales:** Assisted customers on the floor, resolved inquiries and complaints, and proactively enrolled customers in Kmart credit accounts — contributing directly to store-level sales targets.

Outbound Sales & Account Management (2004–2009) ⭐ **Recurring Top Performer**

Sales Representative · T.C.I.M. Services — B2B/B2C outbound sales campaigns on behalf of Fortune 500 clients including *American Express, AT&T, QVC, Citibank,* and others
Texas State Insurance License obtained independently within the branch.

- **B2B/B2C Outbound Sales for Fortune 500 Clients:** Conducted high-volume outbound sales calls on behalf of American Express, engaging business card account holders with targeted commercial offers — building rapport, handling objections, and closing sales. Consistently ranked among the top performers in a rolling pool of 100+ representatives.
- **Recognized Performance:** Earned commission-based compensation and awarded Top Performer of the Month on multiple occasions across campaigns for AT&T, QVC, Citibank, and other major Fortune 500 clients.
- **Training & Process Improvement:** Developed call scripts adopted across the team; trained junior sales representatives on objection handling and closing techniques. Solely obtained Texas State Insurance License within the branch, directly expanding team service capability.
- **Retention & Relationship Management:** Consistently exceeded KPIs across acquisition, upsell, and retention metrics through effective communication, rapport-building, and disciplined objection handling.

Shift Management & Customer Service Operations (1997–2003) 🎟️ **2+ Years Management**

Shift Manager · Fast Food & Customer Service (multiple locations, East TX)

- **Team Leadership & Accountability:** Served as the top person in charge for multiple employees per shift — responsible for directing workflow, delegating tasks, training new hires, and upholding service and cleanliness standards throughout the entire location, including all restrooms and common areas.
- **Cash Handling & Financial Responsibility:** Processed all customer payments via cash register; counted down registers at end of shift and prepared daily cash deposits — fully trusted with financial accountability at close of business.
- **Store Operations & Communication:** Regularly trusted to close the store independently at night; fielded incoming calls, resolved escalated customer issues, and acted as the direct liaison between floor staff and upper management for the duration of each shift.