



MATT HIGGINS

Customer Support Engineer

Dedicated Customer Support Engineer with a proven track record of 3 years delivering exceptional technical assistance. Highly skilled in troubleshooting, problem resolution, and providing comprehensive customer service. Adept at collaborating with cross-functional teams to address complex issues. Committed to ensuring optimal client satisfaction through efficient and effective support solutions. My goal is to combine my sales experience with my technical skillset to be a useful contributor on a growing team.

CONTACT

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HOME: 54 Laurel Drive
Corte Madera, CA 94925

LINKS:

LinkedIn
Portfolio
Github

SKILLS

Full Stack Web Development:

Javascript, React, MongoDB,
Mongoose, Express, Node,
Advanced CSS, Responsive Design,
API design, Stripe Payment Flows

Web Development Tools:

Postman, AWS, Heroku, Netlify,
Inspector, MongoDB, Github

Remote Tools:

Google Meet, Zoom, Notion, Linear,
JIRA, Slack, Zendesk

ACKNOWLEDGMENTS

ACADEMIC EXCELLENCE

General Assembly
March 2022

PRESIDENTS CLUB

Reflektive
February 2018

WORK EXPERIENCE

Product Support Engineer - ApostropheCMS *Remote*

Mar 2022 - Nov 2023

- Managed client requests directly. Coding new features, creating new servers on AWS for staging/production, collaborating on feature designs, allocating resources from other teams if needed, and fixing coding bugs.
- Defined new processes with Zendesk for managing and responding to clients, increasing speed of ticket completion by 40%.
- Mentored 2 colleagues while onboarding to drive shared learning and created a source of knowledge through Notion.

Sales Support Lead - Juni Learning *Remote*

2020 - 2021

- A high volume closing sales and post sale support role. Helping clients navigate their recently purchased software and upselling for additional add-ons.
- Upsold 30% beyond quota with a 97% client rating of excellent.
- Orchestrated seamless communication between cross-functional teams to understand and address the client issues promptly.

Sales Account Executive - Reflektive *San Francisco*

2016 - 2019

- Quota of \$250K a year. Average deal size \$25K. High volume sales role and I emphasized streamlining deal cycle reducing average deal cycle to 6 weeks. Full cycle deals from sourcing to closing.
- Won multiple spiffs for most deals sourced on 16 person team.
- Mentored new BDRs on how to organize outreach and source/qualify new deals before handing off to Account Executive.

EDUCATION

FULLSTACK SOFTWARE ENGINEERING *General Assembly*

2021 - 2022

BACHELORS DEGREE in political science *University of Colorado at Boulder*

2011 - 2015