



MATT HIGGINS

Solution Engineer

Customer Solution Engineer with professional software sales experience and a proven track record of 2 years delivering exceptional technical solutions. 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 while implementing new processes to improve efficiency and simplify tasks.

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

Customer Success 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