Matt Higgins

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Portfolio | https://matthigginsdev.com
Github | https://github.com/matthewhiggins415

SUMMARY

Product Support Engineer with 3+ years of experience in full stack development. Skilled at writing clear, concise code that is easy to maintain and troubleshoot. Experienced in building relationships and communicating across teams to resolve complex client issues. My goal is to combine my technical skill set with my sales experience to bridge the gap between clients' needs and innovative solutions offered by cutting-edge technologies, effectively driving business growth and fostering long-term relationships.

WORK EXPERIENCE

Product Support Engineer   May 2022 – November 2023

ApostropheCMS | Remote

- Successfully managed 12+ clients directly, building new features and fixing bugs according to client requests.
- Participating in daily stand-ups and bi-weekly engineering sprints, contributing to product roadmap.
- Responsible for maintaining and deploying client projects using AWS Lightsail.
- Implemented support strategies to improve response time, ticket management, and ticket prioritization.
- Built meaningful relationships with clients resulting in increased support revenue.

Software Engineering Student   August 2021 – March 2022

General Assembly | Remote

- Building full-stack web apps from start to finish. Focusing on responsive design and modular code.
- Utilizing technologies like React and Redux for frontend architecture.

Marketing Lead   January 2020 – December 2021

Juni Learning | Remote

- Reporting general trends to inform the product team on customer feedback.
- Upsold existing customers by 30% helping the sales team reach highest sales metrics during Covid.

Sales Account Executive   January 2016 – November 2019

ApostropheCMS | San Francisco

- Held quota of $250K with average deal size $25K. Consistently hit over quota.
- Won multiple spiffs for most deals sourced on a 16 person sales team.
- Mentored BDR team on how to efficiently find and qualify new deals.

EDUCATION

General Assembly   February 2022

Immersive full-stack software engineering | Remote

- Acknowledged for graduating within the top 5 percentile of class and supporting classmates.

University of Colorado at Boulder   May 2015

Bachelor's Degree in Political Science | Boulder, CO

- Participated in Colorado's start-up incubator CatalyzeCU, receiving funding from CU.

SKILLS

Javascript, React, Redux, Express, Mongodb, Mongoose, AWS, Postman, APIs, Linear, Heroku, Netlify, HTML, CSS, Git, Github, Stripe