Alan Matthews

Personal Information

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Profile

Full stack software engineer with 6 years of hands-on experience in developing robust and scalable solutions for B2B SaaS companies. Proven track record of delivering high-quality code, optimizing database performance, and ensuring seamless integration with third-party services.

Tech Stack

Back end: Ruby, Ruby on Rails, RSpec, Postgres, Redis, Sidekiq
Front end: Javascript, Tailwind CSS, Tailwind UI, Turbo Frames/Streams
API integrations: Stripe, HubSpot, SendGrid
Tools: Git, Postman, Hatchbox IO

Work Experience

Software Engineer
LeadJar
02/2023 – present

- Led the development of core features, demonstrating strong leadership and problem-solving abilities
- Produced user documentation to streamline app installation and setup procedure to less than 30 minutes
- Delivered exceptional customer support to promptly resolve technical issues

Software Engineer
Anvyl
05/2022 – 12/2022

- Maintained and improved Anvyl's customer-facing supply chain management product
- Collaborated closely with product and UI teams to assist in wireframing and developing a new front-end UI
- Optimized Materialized Views to update data selectively, reducing n+1 operations
- Engaged in code reviews to uphold high standards of code quality

Software Engineer
CallRail
01/2017 – 05/2022

- Led cross-functional teams to deliver end-to-end features with high code quality via rigorous unit testing
- Mentored junior team members, enhancing team productivity and fostering a culture of continuous improvement
- Upgraded the Ruby on Rails framework to leverage new features and enhanced security measures
- Key contributor to a high-priority distributed communications platform, generating $1 million in ARR
- Improved back end Ruby code related to form submissions, stopping duplicate database records
- Created and supported internal admin tools, reducing support requests by 30%
- Implemented a JSON API endpoint to retrieve web session data for browsing history linked to phone calls
- Participated in on-call rotations to quickly resolve critical issues and emergencies, minimizing app downtime
- Authored developer-facing API documentation of the public API
- Provided technical training to internal teams, enhancing their understanding of customer API usage

Support Engineer
CallRail
01/2016 – 01/2017

- Delivered exceptional tier 2 customer support via email and phone channels
- Collaborated with cross-functional teams to expedite resolution of intricate technical issues for customers
- Served as a technical liaison between sales, marketing, and customer success departments
- Ensured adherence to defined service level agreements (SLAs) for prompt resolution of customer issues

Education

Back End Engineering | Certificate
The Iron Yard
01/2015 – 03/2015

Completed a comprehensive back-end engineering program covering Ruby, Ruby on Rails, and database management. Developed a SaaS application as a capstone project.

Health Science | Bachelors
University of North Florida
08/2002 – 08/2007