MATTHEW W. GRANT

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SKILLS

HTML, CSS, JavaScript, Ruby, and Ruby on Rails

WEB DEVELOPMENT PROJECTS

StreamSearch
A site that allows you to search an artist and compare the songs and albums that are available across multiple streaming services.

Map The Map
A digital scrap book that allows users to create a trip album where they can add pictures by pinning them on a map.

EXPERIENCE

Time Warner Cable   Flushing, NY
Help Desk Lead   Dec. 2013–Present
Created First Call Resolution tracking sheet to help improve both personal and team metrics. Managed employees in supervisor's absence. Assisted with repeat customers and requests to speak with a supervisor. Handled Point Of Contact duties including Social Media and Office of the President requests, as well as VIP customers.

Coffee Bean & Tea Leaf   New York, NY
Shift Manager   Dec. 2012–Nov. 2013
Manage 10-12 team members and store on a day-to-day basis. Input inventory and sales information into Excel. Team with upper management to troubleshoot store issues and enhance the customer experience.

Starbucks   New York, NY
Assistant Store Manager   Jan. 2010-Nov. 2012
Worked with store and district managers to solve problems, and enhance employee and customer experiences. Ordered, received and tracked store inventory. Cash handling, including counting on-hand funds as well as store deposits and change orders. Used creativity and innovation to push profit and raise the brand by meeting and exceeding customers experiences.

EDUCATION

New York Code and Design Academy   New York, New York
Web Development Intensive Certificate, April 2016

Wright State University   Dayton, Ohio
Bachelor of Arts, English Literature, May 2009

Clark State College   Springfield, Ohio
Associate of Arts, May 2006