

MATTHEW NIXON

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ABOUT ME

A full stack developer with a background in management who creates solutions that solve every-day problems with the goal to make tasks easier for the end user. An effective leader with a high value for respect, responsibility and accountability.

SKILLS

Javascript	React	Native
HTML	Node.js	Django
CSS	MongoDB	PostgreSQL
Python	Express	Git

EXPERIENCE

IWG PLC • Toronto, ON

Community Manager, Team Lead • Nov. 2018 - Feb. 2021

- Lead team to maintain customer retention over 70%, NPS over 60, office occupancy over 80%
- Successfully interviewed candidates, onboarded team members, and developed training resources
- Key member of executive-level escalation team that manages strategies and tactics for de-escalating customer accounts, with additional responsibilities for handling at risk accounts

Community Manager • Dec. 2015 - Nov. 2018

- Provided national sales support and maintained sales resource infrastructure for over 50 locations nationally
- Conducted overdue account management for 45 business centres with 90%+ of overdue revenue collected
- Effectively developed client onboarding strategies which resulted in upselling opportunities

General Manager • Apr. 2015 - Dec. 2015

- Consistently ranked in the top 20 of sales representatives nationally
- Successfully managed the acquisition of 100 clients with 90% retention

Senior Customer Service Representative • Jan. 2012 - Apr. 2015

- Provided support for the daily operations of 250+ companies
- Responsible for programming and maintaining IT & telecom systems

EDUCATION

General Assembly • 2021

- Software Engineering Immersive Bootcamp

Udemy • 2020

- React - The Complete Guide

Wilfrid Laurier • University 2008 - 2012

- Bachelor of Arts • Psychology

PROJECTS

Moose Tracks • An Animal Spotting App

- Built with React, Express, Mongo, Node stack

The Stack • An MTG Deck Builder App

- Built with Mongo, Express, Node stack

strEAT Finder • A Food Truck Finder App

- Built with Postgres, Django stack