

MATTHEW NIXON

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ABOUT ME

A full-stack developer with an extensive background in management who enjoys creating solutions that solve every-day problems with the goal to make tasks easier for the end-user. An effective leader looking to blend experience in collaboration with hands-on technical training in a full-stack developer role.

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
- Supported pilot testing on 3+ large-scale projects to refine solutions and ensure they fit the purpose and match the customer's needs. This resulted in 70% customer retention.

Community Manager • Dec. 2015 - Nov. 2018

- Developed sales resource infrastructure in collaboration with multiple departments that improved process efficiency by 150% across 50 locations nationally
- Conducted overdue account management for 45 business centres with 90%+ of overdue revenue collected
- Effectively onboarded new clients and educated existing clients on best practices to drive adoption to the Regus platform

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

PORTFOLIO

 matthewnixon.ca

Moose Tracks • Animal Spotting App

- React, Express, Mongo, Node stack

The Stack • MTG Deck Builder App

- Mongo, Express, Node stack

strEAT Finder • Food Truck Finder App

- Postgres, Django stack