

Matt Mendez Zugenbuehler

Full-Stack Software Engineer, Former Client Strategy Lead

[GitHub](#) [LinkedIn](#) Website

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Sunnyvale, CA

SUMMARY

Full-stack software engineer with a proven track record in commercial strategy, operational execution and technical delivery, having managed \$300M+ in SaaS, data, and payments. Recently completed General Assembly's Software Engineering Bootcamp with practical experience in JavaScript, React, Python, Django, and emerging AI tools like Copilot and Cursor.

SKILLS

- **Languages & Frameworks:** JavaScript, Python, HTML, CSS, SQL, React, Node.js/Express, Django
- **Databases:** PostgreSQL, MongoDB
- **APIs, Tools & AI:** RESTful APIs, Postman, Copilot, Cursor
- **Deployment:** AWS, Heroku, Netlify
- **Data Analysis:** Looker, Mode, Tableau
- **Version Control & Collaboration:**, Git, GitHub
- **Data & Data Analysis:** Looker, Mode, Tableau
- **Project Management & Productivity:** Asana, Jira, Monday.com, Trello, Airtable, Coda, Confluence, Notion, Quip
- **UI/UX:** Accessibility, Usability Testing, Customer Feedback
- **Project Tools:** Jira, Asana, Trello, Notion, Coda

PROJECTS

Movie Review - Full-Stack App: [GitHub](#) & [App](#)

React, Node.js, Express, MongoDB, JWT Auth

- Built a full-stack web app for movie reviews, enabling users to write, edit delete & comment on reviews
- Integrated JWT authentication for secure login and user management & developed RESTful APIs for data interaction

Memory Card Game - Frontend Game: [GitHub](#) & [App](#)

JavaScript, HTML, CSS

- Developed a browser-based memory game with dynamic card shuffling, scoring, and reset functionality
- Focused on DOM manipulation, event listeners, and ensuring accessibility with clear instructions & high contrast colors

Junk Drawer App - Full-Stack CRUD App, Group Project: [GitHub](#) & [App](#)

Python, Django, PostgreSQL, HTML, CSS

- Created a full-stack CRUD app to manage household items organized by rooms
- Focused on database management, user authentication, and RESTFUL API
- Led collaboration across GitHub and styled responsive components for group cohesion

WORK EXPERIENCE

Account Manager, Adyen, San Francisco, CA, March 2022 - Present

- Oversaw the implementation, expansion and retention of global eCommerce payment strategies exceeding \$5.4B in transaction volume
- Led strategic initiatives resulting in \$4.6M+ in annual revenue growth across enterprise clients
- Collaborated with internal cross-functional teams (Product, Engineering, Solutions) to communicate client priorities and improve product offerings
- Managed end-to-end rollouts including implementation, testing, and stakeholder communication
- Leveraged data to provide insights and performance analysis for optimization

Customer Success Manager

Mode Analytics, San Francisco, CA, November 2020 - March 2022

- Managed end-to-end customer lifecycle including onboarding, enablement, and expansion for enterprise clients' data infrastructure
- Created internal tools and documentation that improved efficiency with customer onboarding, tool utilization, and team productivity
- Delivered technical consultation to clients using data visualization tools and best practices in data modeling
- Partnered with Engineering and Product teams to communicate user needs, feedback, and launch key features

Strategic Account Manager

UnitedHealthcare, San Francisco, CA, March 2016 - November 2022

- Managed top-tier strategic accounts with \$300+ in annual revenue, including key clients like Lyft, Fitbit, and Pinterest
- Acted as a trusted advisor by aligning client-specific needs with emerging industry trends and strategic initiatives
- Facilitated technical and operational collaboration across Engineering, Analytics, and Leadership teams
- Conducted strategic review sessions to ensure product adoption and maximized client ROI
- Mentored junior team members, promoting knowledge sharing and client centric approaches

Customer Success Manager

Zenefits, San Francisco, CA, July 2015 - March 2016

- Delivered consultation services on employee onboarding and engagement strategies, supporting \$25M+ in annual revenue
- Oversaw SaaS product implementation and provided technical support to HR and Compliance teams
- Leveraged client usage data to proactively identify needs, suggest features, and improve user experience
- Collaborated cross-functionally to align feedback loops with Product and Engineering

EDUCATION & INTERNSHIPS

General Assembly - Software Engineering Immersive

September 2024 - May 2025, Remote

- Full-stack development, version control, deployment, and AI tooling

University of Wisconsin – Milwaukee, Milwaukee, WI

Bachelor of Arts in Economics

- Undergraduate Research: Transgenic Zebrafish Model of Neurodegeneration, Great Lakes Research Facility