

MATTHEW FELIZ

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Professional Summary

Experienced in the tech industry, transitioning into web development with strong technical skills and a dedication to mastering the field. Committed to contributing to the evolving digital landscape and offering fresh perspectives and problem-solving abilities.

Skills

- HTML5: skilled in crafting well-structured and semantic HTML code, ensuring optimal website accessibility and search engine visibility.
- CSS: ability to leverage CSS3 to create visually appealing and responsive designs, employing techniques such as Flexbox and Grid for efficient layout structures.
- Javascript: proficient in JS (ES6+) with a focus on creating interactive and dynamic user interfaces for web applications.
- React JS: effective in developing modern and dynamic user interfaces using React.js, a powerful JavaScript library for building interactive web applications.

Projects

E-Portfolio Development:

- Spearheaded the creation of a dynamic E-Portfolio, serving as a comprehensive showcase of my proficiency in various programming languages.
- Implemented engaging animations, sophisticated hover effects, and seamlessly integrated projects to underscore technical prowess.
- Included strategic links to streamline access to my professional resume and LinkedIn profile, enhancing online visibility and accessibility for potential employers.

E-commerce Website Development:

- Orchestrated the creation of a dynamic library site featuring comprehensive product listings.
- Implemented Java functionality to enhance the user experience, particularly on mobile devices.
- Introduced an intuitive mobile navigation menu, optimizing accessibility for users on smaller screens.

Work History

Product Support Representative III

10/2022 to 06/2023

UKG – Lowell, MA

- Prioritized and managed over 100 open cases, closing 30 weekly
- Conducted more than 50 weekly Zoom meetings with essential stakeholders to address and resolve systemic issues.
- Streamlined support processes by creating comprehensive documentation of common issues and resolutions.
- Developed strong relationships with clients through consistent communication, building trust in our services.

Specialist

06/2017 to 09/2021

Apple – Salem, NH

- Achieved weekly sales exceeding \$200,000 in product transactions.
- Interpreted clients' needs and introduced services to fit specific requirements.
- Participated in more than 30 training programs, aiming to fortify my skills while actively contributing to the training and development of new team members.
- Sustained AppleCare attachments on all sold products, consistently exceeding a 70% attachment rate.

Education

Web Development

01/2022

Frontend Simplified - Online Bootcamp

High School Diploma

05/2013

Methuen High School - Methuen, MA