

Matthew Mulford

Full-Stack Developer

GitHub: [Profile](#)
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SKILLS

- HTML5/CSS3
- JavaScript
- React
- Express.js
- APIs
- Git
- REST
- Next.js
- SQL
- Node.js
- Testing
- Redux

EXPERIENCE

SPECTRAL SOUNDS, AUDIO ENGINEER

Feb 2018 – Jan 2020

- Edited voice and music recording.
- Added effects and mixed/mastered sound.
- Overcame challenges, such as faulty equipment and noise leakage, to produce great recordings.
- Used digital mixing desks and editing software to achieve highly technical effects.
- Worked with musician clients to develop top quality recordings.

Sprint, EXECUTIVE RESPONSE/ESCALATION REPRESENTATIVE II

Jul 2014 – Feb 2018

- Facilitate resolution of the highest level of escalated or sensitive customer complaints regarding products or services received through numerous avenues.
- Working with and providing updates to various government and consumer protection agencies
- Complaint resolutions are conducted by either verbal or written contact with customers utilizing a high degree of discretion.

Sprint, SUBJECT MATTER EXPERT / TEAM LEAD

Sep 2012 – Jul 2014

- Primary Support Role for Customer Service / Tech Support Specialist
- Assist supervisor in the coordination of a team of agent's daily activities
- Point of contact for all process and procedure-related questions
- Dealing with customers that have unresolved issues, facilitating resolution on escalated situations
- New-hire training – ensuring new hires can meet and exceed all goals as set by management by the end of the training period

Projects

[TXT Extractor](#)

Optical character recognition web app that extracts text from images – *Express.js, APIs*

- Utilized an optical character recognition API to parse image links as well as Base64 encoded images to extract all text content and characters.
- Implemented image compression to work around the APIs file size limits to allow the user more versatility

[Lnk Shrt](#)

Generate Shortened Links with metrics – *Next.js, Express, Google Firebase Authentication*

- Used Next.js to create a robust user experience
- Created API that generated short links from traditional ones as well as log the IP of users who clicked and when the click event occurred.
- User system integrated with Firebase

EDUCATION

Lambda School — Full Stack Web Development

Jun 2020 – Jan 2021

Lambda School is a 6+ month computer science and software engineering program that provides an immersive hands-on curriculum with a focus on computer science and full-stack web development.