Matthew Mulford
Full-Stack Developer

GitHub: [Profile]
LinkedIn: [Profile]
Website: [Portfolio]
Phone number: 8508264078
E-mail: mhmulford0@gmail.com

SKILLS

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

PROFESSIONAL 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.