M A T T H E W   H U R

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A B O U T   M E

Fully self taught developer with a mechanical engineering background, eager to join a challenging Front End developer position in order to grow and learn to write cleaner, more efficient code.

P R O J E C T S | P O R T F O L I O

Natural Event Tracker ([Live Site](#)) ([GitHub](#))
- Created a React based Natural Event Tracker ([inspired by TraversyMedia](#)) that calls the Google Maps and NASA events tracker API to generate a map that shows the location and general information of any specified event (wildfire, sea and lake ice, volcano, or storm).

Pokedex ([Live Site](#)) ([GitHub](#))
- Created a jQuery based Pokedex that displays the photo, types, stats, description, and evolutionary stages of any requested Pokemon.
- Receives user input of either Pokemon name or id (i.e, Pikachu or 25) then uses fetch to call a [public API](#) and returns all appropriate information.

Nintendon't ([Live Site](#)) ([GitHub](#))
- Built a fully responsive clone of Nintendo's landing page, making use of media queries and mobile-first design via HTML, CSS, and JavaScript.
- Formatted JavaScript code in such a way to be scalable so that amending any objects in the internal .json file would be able to update certain sections in the clone.

E X P E R I E N C E

Enterprise Customer Service Technician, Formlabs
Somerville, MA • March 2021 — August 2021
- Provided in-depth technical support of 3D printing automation machines to Enterprise customers through phone and email.
- Flew to Enterprise customer sites to repair Formlabs machines as well as train operators on how to use and repair the machines.
- Created instructional documentation for issue troubleshooting, issue reports and onboarding.
- Identified and resolved user issues through root cause analysis of machine data logs.
- Provided SLA within 2 hours for Enterprise customers and within 4 hours for standard customers.

Customer Service Representative, Formlabs
Somerville, MA • March 2020 — March 2021
- Used Salesforce and Dialpad to provide email and phone support of 3D printers to users while maintaining an average of 22 touches a day.
- Gave training sessions to new users on current and newly released Formlabs products.
- Responded to Tier 1 and Tier 2 level support cases.

E D U C A T I O N

Boston University
2014-2018
Bachelors of Science in Mechanical Engineering
GPA: 3.04/4.00

S K I L L S

- React
- HTML
- CSS
- Javascript
- Git/GitHub
- SalesForce / Jira / Guru
- CAD (Soldiworks, Creo, Onshape)