

# MATTHEW HUR

818-447-7727 • mhur0724@gmail.com • [www.linkedin.com/in/MatthewHur](http://www.linkedin.com/in/MatthewHur)

---

## ABOUT ME

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.

## PROJECTS | [PORTFOLIO](#)

### Pokedex ([Live Site](#)) ([GitHub](#))

- Created a Pokedex using Javascript, HTML, and CSS 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.

## EXPERIENCE

### 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.

### CAD Designer, MilliporeSigma

Danvers, MA • October 2018 - October 2019

- Through customer product specification, updated or created Solidwork assemblies and accompanying drawings with detailed views and BOMs.
- Interacted with the manufacturing team to expedite assembling of single use filters without risking quality through better CAD design.

## EDUCATION

Boston University

2014-2018

Bachelors of Science in Mechanical Engineering

GPA: 3.04/4.00

## SKILLS

- HTML
- CSS
- Javascript
- Git/GitHub
- Salesforce / Jira / Guru
- CAD (Solidworks, Creo, Onshape)