



Matt Proctor

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PERSONAL STATEMENT

I'm a technical support engineer with experience in software development, troubleshooting technical bugs, and working in code every day. With over 3 years of experience in technical support and software development, I have used my passion for troubleshooting and curiosity to accel beyond the borders of my job. From vulnerability remediation in full-stack web application code to providing tier 3 support for a SaaS application, I have been able to participate in the software lifecycle. From working directly with customers to troubleshoot and identify production bugs, to implementing and pushing the fix to production, I have excelled in my role as a US team lead where I constantly sought to improve and automate processes. I thrive in an environment where I can grow and be challenged and find ways to solve difficult problems with creative solutions.

EXPERIENCE

- **Secure Code Warrior** September 2021 - Present
Technical Support Engineer / Software Developer Portland, OR
 - Developed new production features in a React TypeScript front-end with a Java Spring back-end as a part of an agile software development team.
 - Implemented localization with 8 supported languages for a production admin dashboard using i18next in a TypeScript React front-end.
 - Resolved 700+ security-related bugs in security training web application code in 65+ different languages and frameworks
 - Wrote a bug-fixing script that improved the average time to fix a bug by 75% from 1 hour to 15 minutes and saved over 300 hours of work in the last 2 years.
 - Reduced the user reported code issues by 50% by improving the quality and consistency of the web application code.
 - Led technical calls with clients for the setup and troubleshooting of platform integrations for user management including SSO, SCIM, SCORM, and REST/GraphQL APIs.
- **Swan Island Networks** May 2021 - Jun 2021
Information Security Analyst Intern Portland, OR
 - Conducted extensive research on vulnerability categories and connected them to relevant business sectors.
 - Promoted developer secure coding guidelines based on the OWASP top 10 most common vulnerabilities to improve web application security within the organization.
 - Collaborated with InfraGuard to build alerting RSS streams within Swan Island's TX360 security alerting software, enabling companies to receive timely security news updates to improve security awareness.

EDUCATION

- **George Fox University** Aug 2017 - May 2021
Bachelor of Science in Computer Science, Cybersecurity Concentration Newberg, OR

PROJECTS

- **Vulnerability Bug-fixing Command Line Tool** Dec 2021 - Current
Python, GitPython, web scraping, BeautifulSoup, Jira API, keyring
 - Designed an internal command line tool with Python that decreased the average time to fix vulnerabilities in web applications by 75% from 1 hour to 15 minutes per bug.
 - My entire team at Secure Code Warrior actively uses this program daily and it has saved more than 300 hours of repetitive work in the last two years.
 - The tool automates GitHub repository cloning and git cherry-picking, as well as leveraging internal API's and web scraping to reduce human interaction and error throughout the bug-fixing process.
 - Received a company-wide award for excellence for the impact that this program brought to my entire company.
- **Full-stack Daily Drawing App** May 2025 - Current
Golang, gin-gonic, React, Vite, TypeScript, TailwindCSS, Google Cloud Run, AWS S3, Turso, SQLite, Docker
 - Engineered and deployed a full-stack daily drawing application in production, demonstrating expertise in end-to-end software development and live system maintenance.
 - Developed a robust RESTful API in Go using the Gin-gonic framework, featuring custom password-less authentication with HTTP-only cookies and email verification for enhanced user security and convenience.

- Implemented a performant and responsive frontend with TypeScript, React (utilizing Tanstack Router, React Query, and TailwindCSS), achieving near-instant load times through strategic caching and optimized data fetching.
- Architected and integrated a secure image storage solution leveraging AWS S3 for drawing uploads, ensuring robust permissions and public accessibility while maintaining data integrity.
- Managed scalable and cost-efficient deployment on Google Cloud Run, implementing a continuous deployment pipeline with GitHub Actions for automated updates and rapid iteration.
- Successfully managed live database migrations (SQLite via Turso) and resolved critical production bugs (e.g., submission failures, system crashes) through proactive logging and monitoring, ensuring continuous application availability for daily users.
- Enhanced production observability by implementing OWASP-recommended logging which enabled rapid identification, troubleshooting, and resolution of complex issues in a live environment.

• **Golang Financial GraphQL API**

Aug 2024

Golang, gin-gonic, sqlc, gqlgen, dataloader, go-jwt

- Architected a GraphQL API in Golang using codegen tools: gqlgen, sqlc, and dataloader
- Implemented OFX file parsing to be compatible with most Banks OFX download formats to import transactions.
- Improved linking of transactions to Merchants accuracy by adding algorithms such as natural language processing (NLP), fuzzy finding, pattern searching, and Machine Learning algorithms to improve accuracy and performance in a scalable manner.
- Implemented JWT authentication using go-jwt to authenticate users using a secure HTTP-only cookie.
- Created and tested authentication, authorization, and other security access controls in GraphQL to confirm PII will not be accessible for other users.

SKILLS

- **Languages:** TypeScript, JavaScript, Python, Golang, Java, Groovy, C++, C, SH/BSH/ZSH
- **Front-end technologies:** React, Next JS, Vite, React Query, React Native, JQuery, Tailwind CSS
- **Back-end technologies:** REST, GraphQL, gin-gonic, gqlgen, Socket IO, Express JS, Java Spring Boot, tRPC, Firebase, Django
- **Database:** MySQL, PostgreSQL, SQLite, Turso, Prisma, Firestore, MongoDB Atlas, PlanetScale, JDBC
- **Security Tools:** Burp Suite, Metasploit, ZAP, Nmap, Wireshark, DirBuster, Autopsy, Foxy Proxy, HashCat
- **Other Tools & Technologies:** AWS S3, Google cloud run, Jira, Zendesk, Jest, Storybook, Vercel, NextAuth, Github, GitLab, SSO, SAML, LaunchDarkly, Windows Active Directory, Docker, Orchestrator, Figma