| Matthew Hendricks See Writing Examples at [matthewhendricks.net/work/](https://www.matthewhendricks.net/work/) | matthew.scott.hendricks@gmail.com ∙  206-446-5495 ∙ Seattle, WA 98125 |
| --- | --- |

## QUALIFICATIONS SUMMARY

*“ Highly motivated and results-driven technical professional with ability to manage the full spectrum of financial technology with an excellent reputation for resolving problems while improving customer satisfaction. Possess rich knowledge of hands-on traditional finance, modern programming concepts and content management systems.*

| Technical Writing  * Solid capacity to deliver industry-leading innovation. Demonstrates high proficiency with traditional and trending concepts including blockchain technology and smart contracts.  Technical Support Leadership  * Adept at achieving operational excellence that requires creativity and meticulous organizational skills, and the ability to simultaneously manage multiple tasks. * Proudly contributes to all workflow processes and imprints own expertise while growing in responsibility. | Services Management  * Recognized for positive attitude and commitment to service excellence with experience in coordinating effectively with senior management and staff members.  Product Management  * Collaborative communicator, building relationships across the organization to drive positive change. * Strong attention to detail with the proven ability to provide clear, concise, and professional services/products. |
| --- | --- |

## EXPERIENCE HIGHLIGHTS

### Ookla, Seattle, WA 2017-2018

#### Technical Services Manager

Gained invaluable knowledge and experience in full spectrum of technical writing, such as technical documentation, communication with a diverse set of teams, process improvement, developing superb communication skills, sharpened knowledge of Javascript, web technologies and highly analytical approach to workflows.

* Developed strong capability to handle challenging tasks while working independently to achieve the goals of the organization.
* Ability to ensure seamless running of technical writing operations and proactively resolved issues, taking full ownership of new challenges.
* Provided administrative support to areas outside of assigned work.

## PRIOR EXPERIENCE

Additional experience Ninja Trader Group LLC as **Product Manager** and **Technical Support Lead**,AIM Consulting Group LLC as **Technical Writer Business Analyst,** Apex Systems LLC as **Technical Writer.**

## EDUCATION/IN-DEMAND SKILL SETS

### General Education, Laramie County Community College ∙ Cheyenne, WY

Digital Ledger Technology, Web Development, Cryptography, Cryptocurrency Financial Analysis, Decentralized Applications/DAOs, Smart Contract Design/Development, Project Management, Full Spectrum Solution Development, Technical Writing, Customer Support, High Quality Development, Effective Collaboration and Communicator.

## TRAINING

* Javascript
* Blockchain Technology
* Chainlink Hybrid Smart Contracts
* Python
* Ruby
* Git
* Cardano Plutus Core
* Ethereum Solitary
* Markdown
* HTML
* Linux
* Windows
* Google Suite