

# Matthew Wilbur

Enthusiastic for developing processes, creating sustainable solutions, and introducing and commercializing new products

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## EXPERIENCE

### Sea Port Products Corporation – *Quality Assurance Manager*

NOVEMBER 2017 - April 2022

- Implemented a complaint tracking system with a ticket-based approach to streamline and manage customer feedback
- Created mobile friendly app to record employee sanitation checkpoints
- Annually review and verify 100+ foreign processors' food safety programs for compliance with US FDA seafood regulations
- Primary company contact for government agencies: FDA, USDA, CBP, and State/Local Health Departments

### Edesia – *Quality Technician*

APRIL 2017 - AUGUST 2017

- Enforced the quality management system of nutraceuticals for humanitarian relief
- Centralized and analyzed laboratory data of ingredients and finished goods for interagency audits

### Merrill Edge – *Senior Customer Service Representative*

JANUARY 2015 - APRIL 2017

- Serviced associates and clients in escalated technical support tickets for the website and mobile app
- Achieved Top Performer status on the site's technical support team in competitive sales and quality metrics for Q3-Q4 2016 and Q1 2017

## EDUCATION

### University of Washington Seattle, WA

#### Trilogy Coding Boot Camp: Full Stack Web Development

JUNE 2020 - DECEMBER 2020

### University of Massachusetts Amherst Amherst, MA

#### Bachelor of Science in Food Science and Technology

SEPTEMBER 2010 - MAY 2014

## SKILLS

### Browser-Based Technologies:

HTML/CSS, Javascript/jQuery, Responsive Design, Bootstrap, Handlebars, Local Storage, Session Storage, IndexedDB, React.js, Typescript

**Databases:** MySQL, MongoDB

**API Interaction:** API, JSON, AJAX, GraphQL

### Server-Side Development: User

Authentication, PWAs, MERN Stack (MongoDB, Express.js, React.js, Node.js)