

Matthew Meyer

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A unique background in API support, customer success, IT, development, training, and SaaS support. A drive to constantly expand my skills and grow.

- Feb..2016 - Current** **Vonage (formerly Nexmo)**
Technical Support Engineer **San Francisco, CA**
Empower developers and other customers using Nexmo's RESTful APIs for voice, SMS, chat, device verification and an expanding roster of functions. Provide technical support with service level agreements for customers ranging from large organizations (AirBNB, Amazon, Lyft, Uber, WeChat, SnapChat, Twitter, and Morgan Stanley) to individual developers and smaller teams. Work directly with developers and end users to diagnose, reproduce, and, if needed, escalate bugs. Manage workflow using Zendesk and direct internal issues to engineering team using JIRA. Work on supplier errors and escalations with vendors coordinating between customer and engineering. Respond to legal requests. Build user and internal documentation. Mentor new employees with training for customer technical support. Communicate with geographically dispersed support (Europe, Asia, Americas) and the development team using Slack. Build customer reports using Linux system logs, Python scripts, and other tools.
- Feb..2012 - Nov..2015** **HubPages: user-generated content startup**
Testing, bug tracking, technical support, community management **San Francisco, CA**
Provided office and customer technical support in person and via email and forums for user community of top 200 site in the US. Acted as liaison between customers and engineering team, conveying information bidirectionally. Used and supported Google Apps. Gathered user bug reports; reproduced, researched, and documented issues; conveyed actionable information to the engineering team. Tested site issues using all major browsers in OS X, iOS, ChromeOS, Windows, Linux, and Android. Researched and tested marketing sources and strategy for new customers including conversion tracking. Authored and executed market research surveys (NPS, etc.). Managed user community via site forums.
- Feb..2010 - Feb..2012** **Tech Matt**
Consulting **Oakland, CA**
Provided small business and personal technology consulting and support. Managed clients' social media presence. Gathered user requirements. Managed server security and software. Supported Microsoft Office, and other productivity suites such as Google Apps on OS X, Windows, and Chrome OS machines. Designed look and functionality for customer web sites. Coded scripts and created SQL to imported user legacy content into CMS. Worked with hand-coded HTML and CMS (Wordpress). Created and organized web content based on user specifications. Provided individualized technical training to clients. Built and delivered technical documentation.
- June.2007 - Feb..2010** **Adecco**
eLearning Developer **Oakland, CA**
Created and taught courses across the country for a new custom CRM system accessed via smartphone. Authored classroom and digital training for a large medical company (Roche). Built course materials as well as electronic assessments for technical sales force using SCORM compliant tools. Revised courses based on feedback from subject matter experts. Setup and maintained a test server environment when one did not exist.
- Dec..2003 - June.2006** **Cornerstone Information Systems**
Support Technician **Bloomington, IN**
Supported travel industry clients (corporate travel and travel agents) using SQL-based web reporting SaaS via call tracking system with service level agreements in a ColdFusion MX and MS T-SQL environment. Identified and solved database problems via telephone and email. Authored reports including SQL statements. Automated manual processes using scripting. Managed development process for feature enhancement and bug fixes. Authored end-user and internal technical documentation and training.
- July.2002 - July.2004** **IU School of Medicine Office of Compliance**
Web and Database Contractor **Indianapolis, IN**
Developed prototype database solution using MS Access and Visual BASIC for applications to manage HIPAA compliance review process (tracking patient, doctor, and case review information). Designed and maintained compliance website.