

Matthew Meyer

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A unique background in technical support, development, training, documentation, education, and visual art. A drive to constantly expand my skills and create great things!

Feb.2012 - Nov.2015	HubPages: user-generated content startup Testing, bug tracking, technical support, community management	San Francisco, CA
	Provided technical support via email and forums for user community of top 200 site in the US. 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, 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 - Current	Tech Matt Consulting	Oakland, CA
	Provide small business and personal technology consulting and support. Gather user requirements. Design and organize web content based on user specifications. Manage server security and software. Manage social media presence for clients. Design look and functionality for customer web sites. Work with hand-coded HTML and CMS (Wordpress). Code scripts to import user legacy content into CMS. Provide individualized technical training to clients. Build and deliver technical documentation.	
Jun.2007 - Feb.2010	Adecco eLearning Developer	Oakland, CA
	Created and taught courses across the country for a new CRM system accessed via smartphone. Authored classroom and digital training for a large medical company. 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 test server environment when one did not exist.	
Dec.2003 - Jun.2006	Cornerstone Information Systems Support Technician	Bloomington, IN
	Supported web reporting SaaS using call tracking system with service level agreements in a ColdFusion MX and MS SQL environment. Automated manual processes using scripting. Identified and solved database problems. Managed development process for feature enhancement and bug fixes. Authored end-user and internal technical documentation and training.	
Nov.1999 - Jan.2001	Monroe County Community School Corporation PC Technician	Bloomington, IN
	Determined requirements and hardware recommendations for classroom video production applications. Diagnosed, repaired, and replaced component level hardware problems. Developed hardware specification and administered benchmark testing for public bids issued for new computer purchases. Supported Mac OS and Windows platforms in K-12 schools.	
Apr.1998 - Aug.1999	Electronic Data Systems (EDS) System Engineer	Indianapolis, IN
	Monitored and processed up to date provider data transfer from the state to verify all Medicaid pharmacy claims in Indiana. Designed and maintained system that processed all Medicaid claims for Indiana. Created websites using Adobe's Dreamweaver, Photoshop, and Flash. Worked with customers and subject matter experts (internal and external) to develop new features, enhance current functionality, and resolve system bugs.	
Jun.1997 - Apr.1998	Electronic Data Systems (EDS)- GNB Industrial Battery account Business Analyst	Lombard, IL
	Handled new hardware acquisition, deployment, and asset tracking including site surveys to identify and catalog technology. Supported hardware and software for community of 200 users. Performed routine file and print server administration. Organized user peer support groups. Authored and administered training for desktop applications. Developed IT department internal solutions using relational database systems.	
Aug.1994 - May.1997	Indiana University Halls of Residence Computing Assistant	Bloomington, IN
	Supported Mac OS, NT, 9x, and DOS for 200+ students in dorm. Installed and diagnosed network hardware and software for students both in-person and via telephone. Developed case-tracking database adopted and used by other employees.	