

Alan Matthews

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Professional Summary

Customer-facing technical support and backend software engineering professional with 6+ years of experience across B2B SaaS, Ruby/Rails, APIs, integrations, and production troubleshooting. Experienced in resolving customer-reported issues, debugging API and configuration problems, documenting bugs with clear diagnostic context, writing technical documentation, and partnering with Product and Engineering to improve customer outcomes.

Technical Skills

Languages & Frameworks: Ruby, Ruby on Rails, RSpec, PostgreSQL, Redis, JavaScript

Collaboration Tools: Git, GitHub, Jira, Zendesk, Postman

Engineering Practices: Agile development, code review, AI assisted development, test driven development (TDD), continuous integration/deployment (CI/CD)

Software Development Concepts: Object oriented programming (OOP), data modeling, asynchronous workflows, Service-based architecture (SBA), OAuth, REST APIs

Support Concepts: Bug triage, log analysis, escalation workflows, ticket documentation

Experience

LeadJar - Founder & Solo Developer - Jacksonville, FL *December 2022 - Present*

- Built and launched a small B2B SaaS product from idea to paying customers, owning product development, architecture, support, and documentation.
- Developed full-stack Rails application features and customer-facing workflows using Ruby/Rails, SQL, and third party APIs.
- Integrated HubSpot, Stripe, and SendGrid APIs to automate customer workflows, billing, and communication. OAuth based integration to securely access data via granular scopes.
- Designed and maintained database-backed workflows for lead capture, routing, and customer communication use cases.
- Created customer documentation and onboarding resources that reduced average setup time to under 30 minutes.
- Maintain the product with minimal ongoing support needs, including bug fixes, customer requests, dependency updates, and operational improvements.

ClinAsyst - Support & Implementation Specialist - Jacksonville, FL *September 2024 - Present*

- Resolve customer-reported product issues across a B2B SaaS platform, investigating behavior, reproducing issues, and escalating complex technical cases to Engineering when needed.
- Resolved 800+ L1/L2 support tickets while managing customer communication, prioritization, and follow-up.

- Own onboarding and implementation for new B2B clients, helping customers deploy the product successfully and adopt key workflows.
- Partner with Product and Engineering to share customer feedback, clarify usability issues, identify recurring support patterns, and support improvements to the application.
- Conduct product training sessions for end users, improving customer understanding, adoption, and satisfaction.
- Engaged directly with customers through tickets, phone calls, and video calls to troubleshoot product issues, clarify expected behavior, and drive resolution.

Anvyl - Product Engineer - New York, NY / Remote

May 2022 - December 2022

- Collaborated with Product and UI teams to wireframe, build, and refine front-end application experiences for B2B SaaS users.
- Improved core web application functionality by developing product enhancements informed by user needs and internal feedback.
- Optimized Materialized Views to selectively update data, reducing inefficient n+1 operations and improving application performance.
- Participated in code reviews to maintain high standards for code quality, maintainability, and product reliability.

CallRail - Software Engineer - Atlanta, GA

January 2017 - May 2022

- Built and maintained Ruby/Rails application features, backend systems, internal admin tooling, and customer facing product improvements for a B2B SaaS platform.
- Owned engineering work across implementation, testing, code review, release, and ongoing maintenance.
- Authored developer API documentation that improved customer self-service and reduced confusion around API usage.
- Troubleshot API request errors, slow SQL queries, duplicate records, and other customer-impacting technical issues using Postman, Datadog, logs, and internal tooling.
- Participated in on-call rotations to investigate production issues, resolve critical incidents, and minimize customer facing downtime.
- Developed a backend solution to group parent customer accounts, improving reporting and business intelligence insights.
- Built internal admin tools that reduced manual investigation work and improved support and engineering workflows.
- Enhanced backend Ruby code related to form submissions, preventing duplicate database records.
- Upgraded the Ruby on Rails framework, incorporating new features, security improvements, and long-term maintainability updates.
- Mentored junior engineers through code reviews and pair programming, improving team execution and code quality.
- Led technical training sessions for internal teams, improving understanding of customer API usage and common implementation issues.

CallRail - Support Engineer - Atlanta, GA

March 2016 - January 2017

- Provided tier 3 technical support through tickets and customer calls, achieving a 95% customer satisfaction rating.

- Managed customer-reported issues from intake through investigation, documentation, escalation, and follow-up.
- Triaged bugs with clear reproduction steps and diagnostic context before escalating issues to Engineering.
- Troubleshoot API issues, customer configurations, and product behavior to distinguish bugs from setup issues or expected behavior.
- Acted as a technical liaison between customer-facing teams and Engineering, helping communicate customer needs and recurring issue patterns.

Independent SaaS Projects

LogMoji - Solo Developer - Jacksonville, FL

December 2025 - Present

- Built an automated workflow tool that enables sales teams to log Slack conversations to HubSpot CRM using a single emoji reaction.
- Integrated Slack Events API, HubSpot CRM API, and OpenAI GPT mini to generate AI summaries of customer conversations and sync them to contact records.
- Designed workflow to reduce manual CRM data entry and improve visibility into customer interactions.
- OAuth based integration to securely access data via granular scopes.

Education

- The Iron Yard - Certificate in Back-End Engineering | January 2015 - April 2015
- University of North Florida - BS in Health Science | September 2002 - August 2007
- Full Sail University - AS in Audio Engineering | August 2009 - June 2010