

Alan Matthews

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Experience

Product & Support Manager, Clinasyst – Jacksonville, FL September 2024 – Present

- Engage with customers daily via support tickets, calls, in-person sessions, and email
- Conduct product training sessions for end users, enhancing adoption, satisfaction, and long-term engagement
- Developed new billing model with usage-based pricing for eFax/SMS and volume-based plan fees
- Install mobile app on physicians' devices, enabling seamless patient referrals for clinical trials
- Design wireframes to improve app usability based on customer feedback

Lead Developer, LeadJar – Jacksonville, FL December 2022 – Present

- Spearheaded development of core features, going from idea to paying customers in 5 months
- Implemented usage based pricing model for improved product positioning against competitors
- Integrated APIs (HubSpot, Stripe, SendGrid) to enable end-to-end application functionality
- Produced user documentation to streamline app installation, keeping setup times under 30 minutes

Product Engineer, Anvyl – New York, NY (Remote) May 2022 – December 2022

- Collaborated with product and UI teams to wireframe and develop a new front-end UI
- Optimized Materialized Views to selectively update data, effectively reducing $n+1$ operations
- Improved core web application, increasing functionality and user satisfaction
- Participated in code reviews to ensure adherence to high standards of code quality

Software Engineer, CallRail – Atlanta, GA January 2017 - May 2022

- Mentored junior team members through code reviews and pair programming sessions
- Participated in on-call rotations to swiftly resolve critical issues, minimizing app downtime
- Authored comprehensive developer API documentation, reducing customer support tickets by 20%
- Led technical training sessions for internal teams, enhancing knowledge of customer API usage
- Utilized tools like Postman and Datadog, troubleshooting API request errors and slow SQL queries
- Created back-end solution to group parent customer accounts, enhancing business intelligence insights
- Developed and maintained internal admin tools, reducing developer support requests by 30%
- Enhanced back end Ruby code related to form submissions, preventing duplicate database records
- Upgraded the Ruby on Rails framework, incorporating new features and security measures

Support Engineer, CallRail – Atlanta, GA March 2016 – January 2017

- Provided tier 3 customer support through email and calls, achieving a 95% satisfaction rating
- Escalated urgent problems and bugs to engineering and product teams
- Acted as a technical liaison between sales, marketing, and customer success departments
- Identified upsell opportunities and referred customers to account managers to drive revenue growth

Technologies

Languages: Ruby, Rails, JavaScript, SQL, Redis, RSpec

Infrastructure: Github, Digital Ocean, AWS S3, Hatchbox IO

Collaboration: Slack, MS Teams, Zendesk, Zoom

Education

The Iron Yard, Certificate in Back-End Engineering Jan 2015 – April 2015

Full Sail University, AS in Audio Engineering Aug 2009 – June 2010

University of North Florida, BS in Health Science Sept 2002 – August 2007