

Alan Matthews

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Profile

Full stack software engineer experienced in B2B SaaS solutions, with a focus on optimizing database performance, building internal tools, and integration with third-party services. Transitioned from a health science background to technology, leveraging strong analytical skills and a methodical approach to problem-solving.

Skills

Languages: Ruby, JavaScript
Frameworks: Ruby on Rails, RSpec, Tailwind CSS, Sidekiq
APIs: HubSpot, Stripe, SendGrid
Databases: PostgreSQL, Redis
Developer Tools: Git, Postman, Jira, Asana, Digital Ocean, Hatchbox IO
Concepts: Object-Oriented Programming, Test Driven Development, Agile, CI/CD

Experience

Software Engineer

LeadJar

📅 02/2023 - present

- Led the development of core features, demonstrating strong leadership and problem-solving abilities
- Produced user documentation to streamline app installation and setup procedure to less than 30 minutes
- Delivered exceptional customer support to promptly resolve technical issues

Software Engineer

Anvyl

📅 05/2022 - 12/2022

- Maintained and improved Anvyl's customer-facing supply chain management product
- Worked closely with product and UI teams to wireframe and develop a new front-end UI
- Optimized Materialized Views to update data selectively, reducing n+1 operations
- Engaged in code reviews to uphold high standards of code quality

Software Engineer

CallRail

📅 01/2017 - 05/2022

- Led cross-functional teams to deliver end-to-end features with a focus on rigorous unit testing
- Mentored junior team members, enhancing a culture of continuous improvement
- Upgraded the Ruby on Rails framework to leverage new features and enhanced security measures
- Key contributor to a high-priority distributed communications platform, generating \$1 million in ARR
- Improved back end Ruby code related to form submissions, stopping duplicate database records
- Created and supported internal admin tools, reducing developer support requests by 30%
- Implemented a JSON API endpoint to retrieve web browsing history linked to phone calls
- Participated in on-call rotations to quickly resolve critical issues, minimizing app downtime
- Authored all developer API documentation
- Provided technical training to internal teams, enhancing their understanding of customer API usage
- Helped in authoring Ruby gem to integrate Amazon Redshift for company business intelligence needs

Support Engineer

CallRail

📅 01/2016 - 01/2017

- Delivered exceptional tier 2 customer support via email and phone channels
 - Collaborated with cross-functional teams to expedite resolution of technical issues for customers
 - Served as a technical liaison between sales, marketing, and customer success departments
 - Ensured adherence to defined service level agreements (SLAs) to resolve of customer issues
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Education

Back End Engineering | Certificate The Iron Yard

Health Science | Bachelors University of North Florida