MATTHEW KROEGER

SOFTWARE DEVELOPER

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PROFILE

I have always had two great passions in life: Music and Technology. From when I received my first computer at 15 years old, I have always loved technology and how everchanging it is. When I had the opportunity to take a computer science class in high school, I jumped at the opportunity, and fell in love with coding. Just like with music, what you can make is only limited by your creativity. I can't think of anything else I would rather do.

PROJECTS

Reach2Teach -
https://github.com/mKroogz/Reach2Teach
The first problem I got to tackle as a software developer was making an app for my younger sister to teach my nephew. My app, Reach2Teach, is a lesson planner, notebook, and milestone tracker for teaching toddlers. Parents can also keep track of their child with a separate parent view of the app.
- Single-page CRUD app built in React
- Used flat data structure in JSON server for storage
- Dynamically routed users to different views with React Router DOM
- Conditionally rendered views based on if user is a parent or a teacher

Binder - *https://github.com/mKroogz/Binder*
For my backend capstone, I had the pleasure of building a tool I always wish I had in college, and that I can use in future learning. Binder lets you write notes and store them in a nested structure sorted by season, class, and the note itself. Instead of storing notes locally in various places on their hard drive, a user can store all of their learning in one easily manageable place.
- Multi-page Full Stack Django App
- Used Relational Database with a nested data structure and managed with SQL
- Dynamically routed users to different views with with registered urls in my views
- Post-Authentication, created views for clicking through nested data quickly and created search bar functionality

SOFTWARE EXPERIENCE

Full Stack Software Developer
Nashville Software school | Jan 2020 - Jun 2020
- Tech Stack: Python/ Django; React.js; Javascript; HTML5; CSS3; SQL fundamentals.
- Single-page application development with React and with a focus on modern ES6+ Javascript features
- Version controlled individual and group projects with Git and Github
- Project management with issue tickets and Github Projects
- Database planning by building entity relationship diagrams to define relationships.

WORK EXPERIENCE

LNP Representative
Verizon Wireless | 2017 - 2019
- Worked primarily to move telephone numbers to Verizon Wireless
- Used POPTool ticket system to move numbers between phone carriers and modify requested data where needed
- Would reach out to, and communicate with, users of these numbers, as well as their old telephone service provider when necessary
- Worked with Verizon Wireless account software system called ACSS, as well as the Syniverse database, which is a 3rd party government company that acts as a middleman between phone providers

Customer Care Pro
Verizon Wireless | 2016 - 2017
- Mastered soft skills to be a better communicator both with a customer and in a team setting
- Used Compass tool to leverage retention offers with customers based on customer data
- Used interpersonal skills to connect on a personal level with customers to better position solutions
- Met and exceeded calls per day metric and well as customer retention metrics

Customer Care Advocate
Verizon Wireless | 2016 - 2016
- Utilized Android and Apple emulators to work through phone technical issues
- Worked with customers to fix issues with cellular devices such as poor call quality, poor network connectivity, and even battery and display issues
- Met and exceeded calls per day metric and led in 3 day resolution for no callbacks

Customer Care Specialist
Verizon Wireless | 2015 - 2016
- Used Verizon ACSS Billing system to collect data and assist customer with billing issues
- Used Verizon ACSS internal commenting system to keep team members informed
- Met and exceeded calls per day metric and led in customer survey feedback scores

EDUCATION

Nashville Software School
Full Stack Software Development

Tennessee Tech University
Computer Science, 2011-2013

Middle Tennessee State University
Computer Information Systems, 2018-2019