

Resume

Matthew Hendricks

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Web Developer

15 years in user experience roles, including customer engineering, business analysis, technical writing, technical services management, product management, and technical support lead.

- Proven success in developing and delivering innovative solutions to complex customer problems.
- Skilled at building strong relationships with customers and team members to drive results.
- Accomplished in modern web development, with a focus on creating user-friendly websites.

Work Experience

Customer Engineer

Privacy Dynamics - Seattle, WA *October 2021 to September 2022*

- Create and manage a new documentation website, including implementing JavaScript framework, designing all the graphics, and managing Netlify hosting.
- Meet with early stage customers and answer technical questions about privacy solutions for the modern data stack.
- Troubleshoot UX and QA issues for an engineering team.

Contract Technical Writer

Microsoft - Redmond, WA *March 2020 to May 2020*

- Document product features by following company style guides.
- Convert Word Documents and PDFs to internal wiki through meeting with product managers and engineers to ensure that documentation is up to date.
- Track workload using git and markdown, as measured by the number of errors found in documentation.

Business Analyst/Technical Writer

Premera Blue Cross - Mountlake Terrace, WA *April 2019 to December 2019*

- Improve business efficiency by 10% through process analysis and documentation.
- Create process flows and diagrams using Visio to communicate process improvements to the team.
- Develop SharePoint site to house team documents and track project progress, increasing transparency, and accountability.

Technical Services Manager

Ookla — Seattle, WA *April 2017 to December 2018*

- Diagnose and resolve technical issues for customers, reducing customer response time by 50%.
- Manage a team of 3 responsible for resolving issues related to crashes, errors, and bugs for 1500 accounts.
- Write developer friendly documentation on subjects of HTML, CSS, JavaScript, server networking, and HTTPS.

Product Manager, Technical Support Lead

NinjaTrader - Denver, CO *May 2010 to January 2017*

- Lead a team of 15 in providing email and forum support, with a focus on UX and UI issues.
- Write and maintain technical documentation for 40,000 users.
- Take part in writing and debugging C# code on the team, contributing to software development using Jira and Confluence for prioritizing features.

Education

General educational in Computer Information Systems

Laramie County Community College - Cheyenne, WY *September 2005 to December 2006*

Skills

APIs, CSS, Content management systems, Figma, Git, HTML5, JavaScript, Markdown, Pandoc, UI design, UX copywriting, Vue.js