Matthew Stanley

Sacramento, California
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Backend Software & Data Engineer

Qualifications:

Backend & Data focused engineer with an aptitude for troubleshooting & reverse engineering. Video game hobbyist.

Proficiencies:

JavaScript | SQL | NodeJS
English (fluent) | Spanish (basic)

Employment:

Product Data Manager, Particle | Feb 2023 - Present
- Inherited data ELT pipeline, managed Snowflake data warehouse and ingest and transformation tools such as Stitch & DBT
- Provided business insights reports and insights to engineering teams and company leadership
- Co-led Particle Insights, a customer facing set of dashboards to provide customer actionable feedback about their device fleet and Particle organization

Technical Product Manager, Particle | May 2022 - Feb 2023
- Closely advised company CEO, VP of Engineering, and VP of Product on how to conduct technical and product debt paydown in-place on production infrastructure in order to enable better customer experience while maintain functional parity, reducing tech debt, and reducing cost of operations
- Saved the company close to $500,000 by reducing operating costs of a vendor by 40% by identifying an asset optimization opportunity through use of data analytics
- Mediate conversations between Product and Engineering to come up with Product requirement document proposals that are conscientious of technical debt, limitations, and existing platform behavior

Senior Quality Engineer, Particle | April 2021 - May 2022
- Collaborated closely as co-founder of the QA team at Particle as the first member under the team's manager
- Triaged existing customer issues, applying previous knowledge as an enterprise support engineer to write and ensure test coverage was covering the most vital customer workflows via automated tests
- Engaged in comprehensive QA, engaging in functional quality assurance against engineering implementations while also ensuring a good customer user experience via close collaboration with Product and Support

Product Operations Manager, Particle | September 2020 - April 2021
Enterprise Support Engineer, Particle | July 2019 - August 2020
Developer Support Engineer, Particle | September 2018 - July 2019
- Mentored junior Developer Support Engineers on how to properly triage problems and to effectively engage cross-team assistance from engineering and product teams
- Provided technical support to developers, triaging technical issues in Zendesk on Particle's end-to-end platform ranging from issues at either an embedded, wireless connectivity, Cloud, API, or MVNO level

- Reduced time to resolution of systematic Particle platform issues by 90% by establishing cross-team initiatives with engineering to triage, document, and define scope of work for resolving high-impact outstanding chronic problems
- Played technical lead in customer calls with Particle's highest paying multi-million dollar accounts, ensuring issues were appropriately contextualized and provided to engineering for quick and expedient resolution
- Co-lead initiative with engineering to construct an escalation process around urgent customer issues, reducing time to resolution by over 1200%
- Collaborated with cellular, MVNO, billing, embedded, cloud, and API engineering teams to triage, quantify, prioritize, and determine scope of work for customer and platform issues based on severity and impact to Particle and its customers
- Engaged directly with Particle MVNO partners and tools to triage and diagnose cellular related issues
- Diagnosed communication issues at depth, traversing through the stack from REST API through custom designed CoAP device communication infrastructure
- Debugging of cellular modems through parsing of AT commands
- Basic debugging of Particle Device OS, utilizing modular Wiring Arduino-based framework in C++

Volunteer:
Founder, Side 7 | 2023 - Present
- Captured packet traces of network requests to reconstruct a prototype master server for GUNDAM EVOLUTION prior to its end of service
- Recruited & Project managed a team to reverse engineer client, architect game servers, community manage, create custom assets, create marketing materials, manage communications to Japanese community, and promote private server initiative.

Founder, VictoryPit Gaming | 2016 - Present
- Founded a small community of approximately 100 members. Spawned from a TF2 founded community that was a subset of the OverClocked Gaming ReMix community
- Oversee monthly events and community outreach to ensure members are heard and engaged
- Manage development activities such as in-game mods and server management software integrated to Discord

Volunteer, MakerHQ | 2016 - 2020
- Contribute to community projects at local makerspace by assisting other members and introducing new members to the space and community

Head Administrator, Nsider2 | 2009 - 2013
- Head administrator for a community with a peak of 250,000 monthly active users. Oversaw staff of over 250 to ensure appropriate moderation policies and promotion of a healthy and engaged community.