

# Matthew Hendricks

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See Writing Examples at [matthewhendricks.net/work/](http://matthewhendricks.net/work/)

## QUALIFICATIONS SUMMARY

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“ *Highly motivated and results-driven technical professional with ability to manage the full spectrum of financial technology with an excellent reputation for resolving problems while improving customer satisfaction. Possess rich knowledge of hands-on traditional finance, modern programming concepts and content management systems.* ”

### Technical Writing

- Solid capacity to deliver industry-leading innovation. Demonstrates high proficiency with traditional and trending concepts including blockchain technology and smart contracts.

### Technical Support Leadership

- Adept at achieving operational excellence that requires creativity and meticulous organizational skills, and the ability to simultaneously manage multiple tasks.
- Proudly contributes to all workflow processes and imprints own expertise while growing in responsibility.

### Services Management

- Recognized for positive attitude and commitment to service excellence with experience in coordinating effectively with senior management and staff members.

### Product Management

- Collaborative communicator, building relationships across the organization to drive positive change.
- Strong attention to detail with the proven ability to provide clear, concise, and professional services/products.

## EXPERIENCE HIGHLIGHTS

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Ookla, Seattle, WA

2017-2018

### Technical Services Manager

Gained invaluable knowledge and experience in full spectrum of technical writing, such as technical documentation, communication with a diverse set of teams, process improvement, developing superb communication skills, sharpened knowledge of Javascript, web technologies and highly analytical approach to workflows.

- Developed strong capability to handle challenging tasks while working independently to achieve the goals of the organization.
- Ability to ensure seamless running of technical writing operations and proactively resolved issues, taking full ownership of new challenges.
- Provided administrative support to areas outside of assigned work.

## PRIOR EXPERIENCE

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Additional experience Ninja Trader Group LLC as **Product Manager** and **Technical Support Lead**, AIM Consulting Group LLC as **Technical Writer Business Analyst**, Apex Systems LLC as **Technical Writer**.

# EDUCATION/IN-DEMAND SKILL SETS

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## General Education, Laramie County Community College · Cheyenne, WY

Digital Ledger Technology, Web Development, Cryptography, Cryptocurrency Financial Analysis, Decentralized Applications/DAOs, Smart Contract Design/Development, Project Management, Full Spectrum Solution Development, Technical Writing, Customer Support, High Quality Development, Effective Collaboration and Communicator.

## TRAINING

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- Javascript
- Blockchain Technology
- Chainlink Hybrid Smart Contracts
- Python
- Ruby
- Git
- Cardano Plutus Core
- Ethereum Solidity
- Markdown
- HTML
- Linux
- Windows
- Google Suite