

Matt Shelton

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Experience

- Nuance Communications – Burlington, Massachusetts
Product Development Manager - eScripton September 2005 – Present
September 2007 – Present
- **Hire, Coach and Direct** a team of software engineers to create and maintain modern, intuitive and functional **customer-facing web applications** utilizing technologies which include: J2EE, Servlets, JSP, AJAX, JRun, JBoss, Apache and MSSQL.
- Application Support Team Lead - eScripton** May 2006 – September 2007
- **Recruited, Trained, Coached and Managed** a team of seven Application Support Engineers, ensuring that all Support-related services are delivered to my team's 30 customers, upholding eScripton's standard for customer service excellence.
 - Active and contributing member of multiple **cross-functional teams** including software life cycle specification reviews, implementation of a company-wide CRM system and development of technical recruiting strategies.
 - Senior **technical resource** on all eScripton products and services.
 - Collaborated with Sales and Installation departments on **pre-sales calls** with potential customers.
- Application Support Engineer - eScripton** September 2005 – May 2006
- Delivered **effective and professional technical customer support** of eScripton products and services for a customer base of over 60 institutions, including 24-hour on-call support. Directly responsible for eight customers in three regions, including on-site go-live support for four.
 - Created a comprehensive support and training manual for IntelliScript™, which **significantly reduced dependency** on external groups for product support, and **increased internal knowledge** of the product.

Education

- University at Buffalo, The State University of New York
Master of Arts in Informatics September 2003
Bachelor of Science in Business Administration (Concentration: **Information Systems**) September 2002

Continuing Education and Awards

- Sun Microsystems**
Object-Oriented Analysis and Design March 2008
- Help Desk Institute**
Certified Help Desk Analyst May 2006
- Boston Higher Education Consortium**
Project Management Essentials January 2005
Customer Service: Training the Trainer November 2004
- University at Buffalo Service Excellence Awards**
Four awards for technical projects including leadership and planning roles. 2001 – 2003
- Franklin Covey Corporation**
The Seven Habits of Highly Effective People July 2002
- Dale Carnegie Corporation**
Leadership Training for Managers June 2002

Previous Experience

- Wellesley College – Wellesley, Massachusetts March 2004 – September 2005
Project Leader – Information Services
- **Managed** 100% of the student computing support efforts through the Wellesley College ResNet program
 - **Hired, Trained and Advised** a team of 16-18 student consultants.
- ComputerPeople Staffing – Buffalo, New York November 2003 – March 2004
Rich Products Corporation – Support Desk Analyst
- State University of New York at Buffalo – Amherst, New York
Assistant Help Desk Manager April 2002 – April 2003
Help Desk Student Supervisor May 2000 – April 2002
Help Desk Student Consultant December 1998 – May 2000