

Matthew Arceo

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Professional Summary

Creative UX Designer with 1 year of experience designing user-centered digital experiences. Strong background in product management and technical support with a Bachelor's in Computer Science. Skilled in Figma, Jira, and MySQL with Agile methodologies. Pursuing the Google UX Design Professional Certificate.

Experience | Technical Skills

UX Designer & Technical Product Specialist – DAKCS Software (Jan 2023 – Present)

- Designed wireframes and prototypes with Figma to enhance usability.
- Integrated Jira and Figma for team workflows, boosting productivity.
- Conducted user research and client training to drive satisfaction.

Support Technician – DAKCS Software (Feb 2023 – Dec 2023)

- Resolved technical issues, recognized as top ticket closer.
- Developed MySQL queries for custom client solutions.
- Maintained proprietary systems for seamless operations.

Technical Skills:

- Design & UX: Figma, Jira, Prototyping, User Research
- Programming: MySQL, Java, Python, C++, C#
- Methods: Agile, Technical Writing, Client Training

Education | Certifications

Towson University – B.S. Computer Science (Winter 2022)

- Division I Varsity Baseball | CAA 2nd Team All-Conference (2020)

Certifications:

- Google UX Design Professional Certificate (In Progress)

Projects

- Shades of Green - Lawn Care website designed for predominantly older clients
 - shadesofgreen.nz
- Fight Forecast (ongoing) - Interactive UFC/MMA picks platform where fans can create profiles, predict fight outcomes, and compete for the top spot on the leaderboard/group.