

Matthew B. Abbott
ttobbatam@gmail.com

Professional Summary

Versatile and motivated engineer (and tutor!) with a strong foundation in computer science, a proven ability to develop innovative solutions, and a passion for AI and machine learning technologies. Anthropic's Claude is my friend. Experienced in enhancing software tools, writing documentation, and utilizing advanced AI systems to solve real-world problems. Seeking to leverage technical expertise and customer-focused problem-solving skills in a dynamic and collaborative environment.

Relevant Experience

Support Engineer, Elastic

October 2022 – Present

- **Tooling Improvements:** Enhanced diagnostic tooling by modifying APIs to expose more information and improve clarity, following Elastic's coding standards and best practices, receiving code reviews and ensuring submissions were maintainable and extensible.
- **AI-Driven Problem Solving:** Regularly utilized Elastic's LLM-powered RAG-AI assistant to accelerate ticket resolution and streamline documentation workflows.
- **Documentation:** Authored and maintained support articles, improving customer satisfaction and reducing load on the support organization by deflecting potential cases.
- **Customer-Centric Solutions:** Provided live support within Elastic Service Level Agreement (SLA) timeframes. Acted as the Designated Responsible Individual (DRI) to resolve complex support tickets across Elastic's suite of software products, identifying and debugging critical issues while collaborating with cross-functional teams.

Founder, AbbottLearning

August 2020 – October 2022

- Built and managed a private tutoring service with a recurring monthly revenue of \$3,000, catering to 20 clients.
- Designed and delivered bespoke tutoring programs in mathematics and computer science, tailored to individual learning styles and goals.
- Demonstrated entrepreneurial leadership by handling all aspects of business operations, including client relations, scheduling, and accounting.

Research Assistant, Washington University, St. Louis

May 2017 – August 2017

- Developed algorithms for the Batch Active Search problem within an active learning framework using MATLAB.
- Collaborated with a team of five to build and deploy simulations for active search algorithms, supporting iterative improvements to algorithm performance.
- Aggregated and analyzed results, presenting findings at a university symposium.

Software Engineering Intern, ClearDATA

May 2016 – July 2016

- Augmented internal monitoring systems by adding advanced search and filtering capabilities using JavaScript and AngularJS.
- Improved operational efficiency by enhancing data retrieval functionality for virtual machine endpoint queries.

Software Engineering Intern, ClearDATA

May 2015 – August 2015

- Designed and implemented a REST API to interface with a third-party database service using .NET and C#.
 - Standardized outputs for JSON and XML formatting and exposed data via a Python Flask webapp
 - API was used to facilitate DevOps automation and monitoring at ClearDATA for two years before being replaced.
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Education

Washington University in St. Louis (WashU)

May 2020

- **MS in Computer Science**
 - **BS in Computer Science, Cum Laude**
 - GPA: 3.76
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Technical Skills

- **Programming Languages:** Python, C#, Java, MATLAB
 - **Software Development:** Debugging, version control, object-oriented design, and scalable system architecture.
 - **Testing & Automation:** Quality assurance, integration of automated testing, and telemetry monitoring.
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Interests

- Chess, Tabletop and Video Games, Fantasy and Sci-Fi Literature, Ancient Philosophy, Jogging.