

# Matt Refghi

mattrefghi.com  
Quebec, Canada

mrefghi@gmail.com   
@mattrefghi   
mrefghi 

---

## Qualifications

Active blogger since January 2009, with more than 120 posts published. Topics mostly revolve around Computer Science, though multiple types of posts are published. For example, a post could feature: an opinion, problems and their solutions, recommendations, reviews, tips, tricks, and tutorials. I also have experience with search engine optimization techniques, and have utilized social networks to increase my readership.

---

## Software

ForeHelp	Microsoft Office	Google Docs	OpenOffice.org Writer
Windows 7	WordPress	Paint.NET	Adobe Photoshop

---

## Experience

**English Tutor** – Champlain College St. Lambert *February 2012 – Current*

- Design lesson plans that facilitate the process of learning English as a second language.
  - Assist foreign students while relating to their Computer Science backgrounds.
  - Edit course descriptions that appear on the student web portal.
- 

**Web Developer** – Champlain College St. Lambert *February 2007 – Current*

- Produce documentation for the web applications used by the college's language center.
  - Create update packages to resolve bugs found in said web applications.
  - Import student and teacher data to prepare language center for new semesters.
  - Develop new web applications, and extend the functionality of existing systems.
  - Troubleshoot issues on the main server used by the language center.
  - Assist the Computer Science faculty by participating in mock interviews for current students.
- 

**Developer** – Vector Networks *February 2006 – March 2011*

- Developed new features for company's help desk and asset management products.
  - Designed interfaces with the goal of improving user experience.
  - Produced content for product documentation, knowledge base, as well as a certification training manual. I also wrote a full technical specification for one large feature.
  - Served as a temporary member of the technical support and quality control teams.
  - Presented Vector's products to potential clients.
  - Hosted training sessions both online and offsite.
  - Managed multiple projects on my own, often working with clients directly.
- 

**Lab Monitor** – Champlain College St. Lambert *September 2005 – December 2005*

- Explained programming concepts to the students, including object-oriented design.
  - Offered suggestions on how to best approach and debug their programming exercises.
  - Assisted instructor with hardware and software issues.
- 

**Customer Service** – Telexperts Quebecor / Videotron *June 2005 – August 2005*

- Analyzed multiple sources of information simultaneously.
  - Provided telephone customer service to clients in English and French.
  - Trained new agents.
- 

## Education

**Introduction to Databases (Online)** *October 2011 – December 2011*

Jennifer Widom (Professor at Stanford University)  
Final grade of 97% (315 out of a maximum of 323)

---

**Diploma of College Studies in Computer Science** *2002 – 2006*

Champlain College St. Lambert

For course credit, I worked with a classmate to create an application for the college's language center. It is still in use today, and I remain employed to help maintain and extend it.

---

## Projects

**All Due Credit (WordPress plugin)** *2010 – Current*

[wordpress.org/extend/plugins/all-due-credit/](http://wordpress.org/extend/plugins/all-due-credit/)

All Due Credit is an open source plugin that I created for the WordPress publishing platform. I wrote the documentation and have provided support. Nearly 600 downloads so far.

---

## Other

- Fluent in English and French. Learning German.
- Active member of a local writer support group.