

Matteo Genoese-Zerbi

Technical Support and Customer Service

[Website Link](#)

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(202) 441-6211

Education

Savannah College of Art and Design

- BFA in Interactive Design and Game Development; March 2022

LinkedIn Learning Certifications

- Learning C++
- Learning C#
- C# for Unity Game Development
- HTML Essential Training
- Introduction to CSS

Additional Certifications

- Amazon Web Services: Cloud Practitioner Certificate

Skills

Software Skills

- Unity
- Unreal Engine
- Maya
- Adobe Suite
- Visual Studio
- Microsoft Suite

Technical Skills

- Object Oriented Programming
- Software/Hardware Troubleshooting
- Agile Software Development Methodology

Summary

Technical support with experience working with software solutions for many organizations including local businesses, healthcare providers, and billing companies. Expertise includes troubleshooting, scripting, technical literacy, and communication.

Experience

December 2023-August Present

Availity Technical Support • Availity

Responsible for assisting customers with technical issues in the Availity Web Portal in addition to troubleshooting batch claim submissions.

- Created resolutions for over 2000 cases.
- Followed security protocol to prevent non-permitted disclosure of protected health information.
- Coordinated with insurance companies to find resolutions for customers to ensure satisfaction.
- Troubleshooted and assisted in implementing X12 format for submission of bulk healthcare claims.

March 2022-August 2023

Assistant Director • Code Coast Consulting

Responsible for training, operations and business development for Code Ninjas Ponte Vedra.

- Implemented training program that supported over 170 students in the development of Javascript, Lua, and C#.
- Led summer camp programs, resulting in 40% increase in enrollments year over year.
- Managed dojo and created learning environment that consistently resulted in high customer satisfaction; NPS averaged over 90 for last 12 months.
- Developed karate-themed video game prototype for local organization to engage students outside dojo with additional training and engagement activities using iterative development process.