Matthew V. Dolan

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Objective:

A committed, skilled, and a persevering individual seeking an opportunity to contribute to an organization's success in both growth and mission. Seeking an opportunity that would allow me to use my strong talents, which are coordination, quality assurance, and problem solving.

Summary of Experience and Accomplishments:

- 13 years combined experience in organization management, coordination, and record keeping
- 3-time company award recipient
- Reputation for high degree of honesty, loyalty, and integrity

Work Experience:

Pacific Pillows, LLC   Denver, Colorado
Warehouse/Operations Manager   2006 – 2014
- Managed distribution and labor for a multi-million dollar fulfillment center
- Responsible for procurement, receipt, storage, and distribution in multiple locations
- Analyzed sales data to make projections for needed inventory
- Maintained aggressive distribution schedule to meet shipping schedule
- Planned, coordinated, implemented efficient processes to maximize company profitability and consumer satisfaction
- Responsible for Quality Assurance
- Hired and trained new employees
- Maintained compliance standards toward health, safety and security in work environment

Third Party Sales Manager   2009 – 2013
- Concurrent role to the Operations Manager position
- Initiated and spearheaded a new sales and marketing avenue on Amazon.com that resulted in surpassing company projections and sales goals, adding an additional $360,000 revenue in the first 12 months with continued annual growth to present
- Produced regular reports and statistics on a daily, weekly and monthly basis
- Recognized by Amazon.com as a top seller in 2009, 2010, 2011, 2012 and 2013
- Established a 99-100% customer satisfaction rate
- Trained new hire to manage the marketing arm

Raymond James & Associates, Inc.   St. Petersburg, Florida
IT - Technical Coordinator   2001 – 2005
- Assigned and coordinated workflow tasks for various areas within the Information Technology department based on orders submitted by company associates
- Performed research as required to clearly document work requests and to assign appropriate workflow tasks
- Managed the schedules, deadlines, and changes associated with tasks via communication with requesters, company PC liaisons, involved technical areas, and technical consultants
- Handled inquiries about work order status and updated with detailed documentation as new issues arose
- Developed and tested new software that was involved in my daily duties
- Increased the average number of requests processed in a day from 15-20 to 35-40
- Recipient of two (2) **"Service 1st"** recognition awards

University of Central Florida Library   Orlando, Florida
Student Supervisor   1997 – 2000
- Trained and supervised student employees in time management, work performance, and customer service
- On a daily basis, managed a department of 15 – 20 student employees and created daily work schedules for student employees
- Interpreted and clarified employee's daily work activities and documented necessary reports
- Received and recorded publications, maintained records on a computerized database
- Responsible for the nighttime security of the library
- Elected to serve as a Representative in the Director's Advisory Group by the student assistants in the library

Education:

University of Central Florida   Orlando, Florida
Bachelor of Science, Social Sciences   1996 – 2000
Minor: Political Science
Areas of Study: Legal Studies, Criminal Justice, Public Administration, Psychology, Sociology and Anthropology
- ➢ Awards: Dean's List & Presidential Award for Academic Excellence

Computer Skills and Internet Applications

- PC & Mac Proficient
- Microsoft Windows
- Microsoft Office Suite
- Monsoon/StoneEdge OMS
- WWW/HTML Publishing
- Yahoo! Small Business
- PayPal/Ebay
- Amazon SellerCentral
- Quickbooks

Personal Strengths and Skills:

- Results oriented and focused on meeting timelines
- Analytical and strategic thinking skills
- Embrace and accept responsibility