Matt Phillips

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Relevant Work Experience:

AI Innovations **Quality Manager** **10/2016-10/2018**
Reviewing 100% of outgoing products for quality and accuracy, creating quality standards and operating procedures, hiring, training.

Value Stream Coordinator
Responsible for all operations of the value stream, including personnel, scheduling and work flow.

Helmer Scientific **Assembler I** **12/2015-09/2016**
Assembly – Building refrigerator/freezer doors with hand tools.

SMC **Assembler II** **08/2012 – 10/2015**
Assembly, order pulling, quality control, inventory management, training.

Contract Work (Completed Temporary Projects) **2008-2012**

- ***Sallie Mae*** ***Loan Conversion Analyst***

Data entry, account review, balance analysis. Completed three separate projects.

- ***US Census*** ***Field Operations Clerk***

Data entry, problem solving, training, sorting, filing, mapping.

- ***J & K Inspections*** ***Inspector***

Inspecting houses, locating and documenting damages and hazards and entering them into a database.

Reader Copies TWO **Owner** **01/2006-07/2008**
Responsible for day-to-day operations of business, including inventory, hiring, accounting, and customer service.

Pinkerton/Securitas **Security/Fire Prevention** **04/1999 -03/2005**
Training employees/clients, system inspection, alarm system maintenance and monitoring,assets protection, fire prevention, first aid, CPR, access control, burn permits, lock out/tag out.

Skills:

Customer Service: I have had direct experience in on-phone and in-person customer service positions. I excel in determining a customer's needs and resolving issues.

Expert Computer Proficiency: 23 years experience in PC including all versions of Windows, Microsoft Office (Access, Word, Excel, PowerPoint), internet, e-mail, and some HTML coding. Freelance hardware work has included building, customizing and troubleshooting PCs for various clients, including Methodist Hospital and Star Reality.

Leadership: Multiple years of experience training both clients and employees in various work situations including customer service, retail, safety, security, fire brigade, and technical support. I ran my own retail company, and controlled every aspect of the business. I was responsible for all ordering, decision making, stocking, hiring, and accounting. I am very self-motivated.

References Available Upon Request