

# MATTHEW BANMAN

Evans, CO 80620

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## Professional Summary

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Motivated and adaptable professional with 7+ years of experience in production supervision, technical support, shipping, and forklift operations. Proven ability to lead teams, manage inventory systems, resolve customer issues, and ensure compliance with safety and quality standards. Skilled in equipment operation, process improvement, and warehouse management systems.

## Work Experience

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### **Production Supervisor (Food Manufacturing)**

All American Pet Proteins-Evans, CO

March 2021 to December 2024

- Supervised a production team of 10+ employees in a high-volume food manufacturing environment.
- Developed and implemented training programs, including forklift safety and GMP compliance.
- Monitored inventory levels and executed ordering to align with production needs.
- Maintained audit readiness by enforcing sanitation and safety protocols.
- Investigated and resolved production and personnel issues, improving workflow and team efficiency.

### **Technical Support Specialist**

AppleOne Services-Remote

December 2020 to March 2021

- Delivered Tier 1 phone-based technical support for software and hardware issues.
- Utilized CRM systems to log, track, and resolve customer tickets.
- Diagnosed system errors and guided clients through structured troubleshooting procedures.
- Collaborated with escalation teams on unresolved cases.
- Maintained above-average customer satisfaction scores through prompt, clear communication.

### **Forklift Operator**

Vestas-Windsor, CO

January 2019 to March 2020

- Operated forklifts to move raw materials and components throughout production areas.
- Performed daily safety checks and ensured compliance with OSHA and site safety protocols.
- Assisted with cycle counts and updated digital inventory logs.

### **Shipping Clerk**

Top Shelf Printers-Greeley, CO

January 2017 to December 2019

- Prepared domestic and international shipping documentation for on-time delivery.
- Scheduled and coordinated pickups with freight carriers.
- Managed inventory levels using internal tracking software.

- Maintained an organized, compliant shipping environment aligned with lean principles.

## Education

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### **High School Diploma**

Salina South High School-Salina, KS

## Skills

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- Warehouse Management Systems (WMS) & Inventory Control
- Technical Troubleshooting & Support Ticketing Systems
- Shipping Logistics & Documentation
- Forklift Operation & OSHA Safety Compliance
- Production Supervision & Team Training
- ERP Systems & CRM Software (e.g., Microsoft Dynamics, Salesforce)
- Quality Control & Audit Readiness
- Supply Chain Coordination & Stock Replenishment

## Certifications and Licenses

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### **Food Handler Certification**