

# Matthew Pink

Rochester, NY 14626

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## Work Experience

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### **Service Specialist II, Health and Benefits**

Paychex - Rochester, NY

October 2019 to Present

Provide exceptional customer service to clients while addressing inquiries related to enrollments, terminations and urgent requests

Proficient in HRIS, FLEX, ORS with the ability to work in multiple systems

Collaborate with assigned Account Manager to assist with urgent projects and client inquiries

Engage with various insurance carriers to research and execute client concerns or questions

Complete assigned audits

Assisted with new hire training for department

### **Inventory/Driver Manager**

Rockcastle Florist - Rochester, NY

March 2013 to October 2019

Oversee ordering, shipment and delivery of inventory for three (3) locations

Maintain logging and storing of inventory

Manage a team of 5 regularly employed drivers as well as a team of 20+ drivers during holiday season

Prepare and maintain weekly schedule of all drivers

Process incoming orders and assign to designers

Coordinate delivery times and routes of all floral orders

Address and reconcile all customer concerns related to deliveries and arrangements in the absence of management

Ensure detailing and maintenance of delivery vehicles is completed thoroughly and timely

Responsible for hiring and training of all new drivers

### **Customer Accounts Associate**

SEI/Aaron's - Rochester, NY

November 2012 to February 2013

Conduct daily follow up with past due customers

Support and manage existing customer accounts

Manage payment change requests for customer accounts

Resolve customer concerns in a timely manner

Schedule field visits for product follow up/reclaim

Deliver products of 50+ lbs

### **Sand Trap Advisor**

Ridgemont Country Club - Rochester, NY

April 2011 to November 2012

Consistently maintained sand traps according to club and member standards  
Mowed greens, perimeters, rough and collars  
Trimmed creek beds as needed

### **Assistant Manager**

Dollar Tree - Rochester, NY

October 2010 to April 2011

Complete daily opening and closing procedures  
Prepare bank deposits  
Reconcile cashier drawers  
Resolve customer concerns in the absence of the store manager  
Maintain store appearance based on corporate standards

### **Coordinator**

Rockcastle Florist - Rochester, NY

January 2006 to October 2010

Wrap arrangements to be delivered to customers  
Plan drivers routes during Holiday season  
Manage all issues relating to deliveries and customer concerns  
Ensure customer deliveries were completed on time  
In charge of 3 drivers

## Education

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### **Associates of Science in Human Services**

Genesee Community College - Batavia, NY

December 2016