

Matthew Washington
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Highlight of Qualifications

- Hard working
- Highly experienced in customer service
- Possess superior problem solving skills
- Sharp, productive and dependable
- Great working knowledge of office equipment and Microsoft Office programs

Work Experience

- Customer Service Specialist**
03/06- Present **Whole Foods Market** Denver, CO
- Effectively operated and handled all aspects of customer service and cashiering operations
 - Handled large cash, check and credit card transactions with great accuracy
 - Answered and directed incoming telephone calls to various store employees and departments
 - Initiated superior customer satisfaction through efficient and friendly service
- Pastry Chef Assistant**
04/05- 08/05 **Marriott International** New Orleans, LA
- Baked and prepared various pastry and bread goods
 - Decorated cakes and plated deserts as needed
 - Worked with Banquets department and prepared weekly Sunday brunch
- Adjunct Faculty Member**
08/02-02/05 **University of Southern Mississippi** Hattiesburg, MS
- Taught Step Aerobics classes to university students and community members
 - Created fun and engaging physical fitness program for university department
 - Graded papers and ensured compliance with university grade benchmark requirements
 - Provided feedback and support to students as necessary
- 11/01-07/03 **Picayune Police Department**
Booking Officer
- Worked under direct supervision of Chief of Police
 - Registered and released inmates upon direction of municipal laws and officer oversight
 - Completed and filed paperwork and department documents as necessary

Education

- Johnson & Wales University** Denver, CO
Associates of Science, Baking and Pastry Arts Degree, 01/06
- University of Southern Mississippi** Hattiesburg, MS
Bachelors of Science, Political Science/History Degree, 12/04

Honors, Certificates and Associations

- Volunteered at University of Southern MS Sports/Marketing Dept. Summer 2003
- Volunterred at HeartWalk, Hattiesburg, MS Summer 2003
- Volunteer walked in Race for the Cure, New Orleans, LA 2003-2006

References Available Upon Request