Matthew Peach, CAPM, CSM

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**Summary**

Certified Scrum Master seeking a career in Project Management. Consistently delivers first-rate service and fosters positive relationships to establish interpersonal skills building.

**Skills**

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| --- | --- |
| * Exceptional customer service * Conflict resolution * Detail oriented * Expert communicator * Knowledge of Lean Six Sigma Methodology | * Superb interpersonal skills * Relationship-Building skills * Insight in the logistics industry * Knowledge in SQL & Banking Software * Experience in Project Methodology |

**Experience**

Client Technical Consultant April 2021 to Present

Fiserv Inc. Atlanta, GA

* Diagnose and resolve moderately complex functional technical and or operational problems
* Support large client and assist with client escalations using SQL Management Studio
* Attaining and applying SQL knowledge to complex LynxGate Software
* Remoting and creating investigative SQL queries into software issues
* Work on Server Migration and Data driven software discrepancies

Client Technical Consultant September 2019 to April 2021

Fiserv Inc. Atlanta, GA

* Generate new merchant sales though a consultative approach
* Self-Source potential business opportunities
* Identify merchant needs and provide the appropriate products or services
* Assist in the activation of new customers
* Resolve credit risk issues based on Chargebacks, Large Transactional Purchases and Refunds

Logistics Account Executive January 2019 to August 2019

Total Quality Logistics Atlanta, GA

* Be able to make a sales pitch to people who have freight to ship.
* Negotiate with shippers and carriers.
* Manage daily shipments and make sure they pick up and deliver 24/7/365.
* Be honest and proactive in your communication to customers and carriers.
* Provide customer service and options for customer.

Front Office Host/Valet Cashier/PBX Operator April 2016 to December 2018

Hyatt Regency Grand Cypress Orlando, FL

* Be present in lobby and greet guests offering assistance.
* Ascertain the specific needs and requests made by the Guest; identify locations, situations, and verify that the recommendations suggested meet the Guest's objectives. Support the recommendations with Brochures, Maps, etc. where applicable.
* Provide a quick and efficient check in and checkout process
* Assist in any way need for the Valet Services, whether that be providing directions or assistance in car retrieval.
* Answer the phones with enthusiasm and assist guest with any questions whether that be directing the call or any general questions.

**Certifications**

* Data & HR Management Certification from Duke University-Completion: March 2020
* Yellow Belt Lead Six Sigma Certification from Kennesaw State University-Completion: April 2020
* Procore Certified: Superintendent June 2022
* Procore Certified: Project Manager June 2022
* Google Project Management Certification: CAPM July 2022
* Scrum Alliance: Certified Scrum Master, CSM, September 2022

**Education**

Bachelor of Science: Hotel and Lodging Management 2017

University of Alabama Tuscaloosa, AL, United States