

Matthew J. Todor

Thornton, Colorado 80260

(303)489-5742 todor.matthew.john@gmail.com

Summary

Small team leader with extensive involvement with various customer and public relations. Proven experience with continuous process improvement in multiple fields and applications.

Experience

United States Postal Service

Brighton, CO

City Carrier 52 hours a week

July 2014 – Current

Delivered and collected mail on foot under varying road and weather conditions in a prescribed area. Worked as a leader for colleagues to establish better standard practices and improvements in a variety of aspects to the letter carrier position by using knowledge of the local area and personal preferences of colleagues to benefit both them and the USPS.

- Elected Union Steward of 21 individuals commencing in November 2019 and served through December 2020. Managed grievances to resolutions through open discussions, discovery and investigation, documentation, and contract observance. Settled over 60 contract violations including overtime and discipline violations to the benefit of local union members.
- Volunteered as Assistant Union Steward in 2018 for 18 months (May 2018-November 2019), sitting in on 100 hours of investigations and meetings with management to gain process knowledge and contract intricacies
- Took initiative on continuous process improvement (CPI): analyzed delivery sequence and restructuring route that resulted in daily labor cost reduction and vehicle cost saving, resulting in annual labor savings of \$2525 on my assigned route and \$22,000 saved on associates' routes based on subject matter expertise.
- CPI experience allowed opportunities to analyze and optimize standard delivery practices and resolve pinch points when staff shortages required additional labor allocations in the delivery area. (Average of 156 shifts annually, 1248 hours annually)
- Served as advisor on Brighton Area route redistricting within zip code based on knowledge and delivery experience of the area.

Delivery by Design

Denver, CO

Furniture Supervisor 46 hours a week

December 2013 – February 2014

Directed warehouse staff in proper handling of incoming and outgoing furniture deliveries to residences and businesses, optimized workflow through continuous process improvements, and worked with outside companies to facilitate payment for damaged or destroyed goods.

- Presided over \$1.5 million in inventory consisting mainly of high value furniture and cabinetry with a workforce of six to ten staff.
- Directed inspection of incoming furniture (up to 4,000 pieces per week), tracking and noting damages for claims.
- Filed \$250,000 in claims annually for repair or replacement, working with three end users to negotiate value disbursement per contracts.
- Assembled, delivered, and installed furniture in personal residences and businesses while providing excellent customer service.
- Ensured delivery, assembly, and installation of furniture in 520 deliveries annually across personal residences and businesses, dealing directly with customers and through contractors to confirm satisfactory results in operation.
- Onboarded and trained nine new employees on standard furniture handling and furniture protection practices.
- Collaborated with management on how to improve workflow and reduce damages and labor cost resulting in savings of \$40,000 annually.

Heli-Pile Inc.

Arvada, CO

Plasma Table Operation Manager

40 Hours a week

July 2013 – December 2013

Facilitated operations of a large-scale Computer Numerical Control plasma table worth \$250,000 by working with management and suppliers to ensure the timely production of parts necessary to produce quality structural construction parts.

- Managed the operation schedule of the CNC plasma table based on assembly requirements and upcoming expectations, producing 750 parts a week
- Oversaw inventory control of quality direct and indirect materials required to guarantee 4 orders a week, valued at over \$40,000 an order.
- Scheduled and supervised preventive maintenance of the CNC plasma table and various machines (valued at over \$750,000) required to produce final product, saving \$75,000 dollars annually across four machines in the facility.
- Operated CNC plasma machine, including nesting and creating three custom parts weekly needed for repairs and preventative maintenance through the facility, saving \$35,000 annually.

Education**Warren Technical Institute**

Lakewood, CO

Computer Sciences

Certificate 2009

- Studies across 450 hours focused on troubleshooting technical difficulties and implementation of solutions. Focus on Microsoft products and common applications and technical solutions to a wide range of challenges in both residential and enterprise environments.

Technical Skills**Software**

- Microsoft Office Suite

Basic Coding

- HTML
- CSS