

---

# MATTHEW SALTS

---

Dixon, CA 95620 ♦ (707) 301-0232 ♦ saltsmatt@gmail.com

---

## PROFESSIONAL SUMMARY

---

A goal-oriented professional with extensive computer, mobile device, and customer service skills. Handles multiple responsibilities while remaining detail oriented to accomplish assignments and meet deadlines. Strong communication skills and a ceaseless work ethic combined with a proven commitment to excellence in all projects undertaken.

---

## SKILLS

---

- |  |                                   |
|--|-----------------------------------|
| • CompTIA A+ Certification                     | • TCP/IP                          |
| • Google IT Support Professional Certification | • Troubleshooting and Diagnostics |
| • Attention to Detail                          | • Security Protocols              |
| • Exceptional Written and Verbal Communication | • Problem-Solving Skills          |
| • Hardware and Software Monitoring             | • Network Administration          |
| • Analysis and Critical Thinking               | • Excellent Interpersonal Skills  |

---

## WORK HISTORY

---

**Warehouse Systems Analyst**, 02/2019 to 05/2020

**Serena & Lily Inc.** – Vacaville, CA

- Offered expertise in inventory management and current stock levels to internal teams and customers to facilitate accuracy and product availability.
- Decreased expenditures 60% by implementing inventory controls and standardizing ordering procedures.
- Conducted audits of internal documents to validate transactions and provided financial guidance to enhance efficacy of resource allocation, inventory control and budgeting.
- Inspected incoming materials and outgoing shipments to maintain effective quality assurance standards, protecting both customer and company interests.
- Improved operational efficiencies by creating and deploying effective workload system to advance receiving methods from 6 to approximately 15 containers per day.

**Sales Lead**, 11/2015 to 02/2019

**Kohl's** – Vacaville, CA

- Increased revenue by 25% by working closely with 4 key vendors.
- Accomplished sales goals and boosted revenue by \$6500 through product knowledge and customer relationship management.
- Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction.

- Contributed to design and setup of merchandise displays promoting key products, creating aesthetically pleasing arrangements to attract customer attention.
- Completed more than 200 orders each day with efficient picking and packing of shipments.
- Integrated order management with other software packages to achieve superior picking, shipping and manifest system.
- Cross-trained new associates on essential job functions and procedures, including picking and filling orders for all warehouse products.

**Engineering Intern**, 07/2009 to 09/2014

**Central Contra Costa Sanitary District** – Martinez, CA

- Reviewed drawings and assessed construction against plans.
- Determined if work was in accordance with all applicable city, state and federal guidelines, as well as applicable discipline-specific codes.
- Made and submitted reports detailing finding and any actions taken.
- Noted violations and issued documentation such as stop work orders to contractors or owners.
- Provided information about methods and materials to correct problems and bring construction in compliance with ordinances and codes.
- Prepared reports by collecting, analyzing and summarizing information.
- Performed research to develop and improve standard specifications for construction sewer repairs and installations.
- Demonstrated interpersonal and communication skills resulting in clear communication of subject matter to contractors and supervisors.

---

## CERTIFICATIONS

---

### **CompTIA A+ Certification**

Earned January 4, 2021

- Configure, install and upgrade device operating systems, including Windows, Mac, Linux, iOS, Android and Chrome OS.
- Assemble and disassemble computing hardware.
- Troubleshoot and support end user access to applications and data.
- Configure and administer networking infrastructure devices including routers, switches, load balancers, etc.
- Identify and protect against security vulnerabilities for devices and their network connections.
- Follow best practices for safety, environmental impacts, communication and professionalism.

### **Google IT Support Professional Certificate**

Earned September 2018

- Customer service
- Troubleshooting
- Network protocols
- Cloud computing

- Windows operating system
- Linux command line
- Systems administration
- Encryption algorithms and techniques

---

## EDUCATION

---

**Bachelor of Arts:** Anthropology, Expected in 06/2024  
**Southern New Hampshire University** - Hooksett, NH

**No Degree:** Civil Engineering  
**Solano Community College** - Fairfield, CA

**High School Diploma:** 06/2008  
**Will C. Wood High School** - Vacaville, CA