

Matthew Moua

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Work Experience



Build.com

July 2019 – May 2020

Data Entry Specialist

- Lead my category in most skus uploaded per month by over 30% at 4,000 skus monthly.
- Contributed to training two new hire classes the basics in MySQL, Excel, and JIRA.
- Adept MySQL knowledge with joining multiple tables, writing queries, and simplifying queries to reduce database strain.
- Advocated automation within the team to streamline simple and repetitive functions via coding various VBA macros in Excel and integrating PowerShell scripts.
- Contributed heavily to the quality assurance teams' metrics responsible for outsourcing to third parties saving overhead on the per dollar amount per accuracy score
- Great critical thinking and analytical prowess – resolved multiple quality of life issues around Excel spreadsheets and JIRA tickets.

🔧 Batteries Plus Bulbs

May 2018 – July 2019

Device Repair Technician

- Identify and resolve root of hardware and software issues within devices.
- Achieved 99% success rate among all device repairs of 250 devices.
- Provide transparent and detailed documentation of device repair liability forms.
- Performed reimaging and software resets on mobile devices and laptops.
- Conducted highest sales on special monthly items consecutively as a part-time employee.
- Extensive mobile device knowledge capable of repairing iPhones, various Androids, and tablets.



Panera Bread

August 2016 – April 2018

Associate Trainer

- Thorough understanding of procedures to maintain hygienic conditions while preparing and serving food.
- Accepts responsibility and manages conflict appropriately with customers, coworkers, and managers.
- Ensure cleanliness, customer satisfaction, and exceptional quality of food.
- In depth knowledge of maintaining food supplies so that no item falls short in need of cooking and serving.
- Constructively communicates among team members to achieve company goals and uphold policies.
- Train new hires to properly follow procedures and to work with integrity.

Skills

Soft: Customer Service, Teamwork, Positive Demeanor, Easy to Approach, Organization

Operating Systems: Windows 7/8/8.1/10, iOS, Android, Raspbian, exposure to VMWare and Linux

Technical: MySQL, Excel, VBA, PowerShell, Google Suite, Microsoft Suite, HTML, Home lab

Hardware: Comprehensive knowledge and understanding of computer/mobile device hardware