Matthew Wallace

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# Proffesional Summary

* Team Player seeking a new position to further grow my skillset. Coming with 3+ years’ experience troubleshooting and fixing various software programs. Also utilized to set up computers & all other various technology products.
* Proficient at teaching/coaching concepts and processes to coworkers and non-technical team members in a clear and understandable manner.
* Dedicated customer service representative who is motivated to maintain customer satisfaction. Proven ability to establish rapport with customers and exceed sales quota. Reliable and driven, with strong time management and prioritization skills.

Walmart Marysville, WA

*Customer Service Manager/Electronics Department Manager* 2019-Current

* Maximizing profitability of the store while maintaining/exceeding our clean, fast and friendly standards
* Performing routine sales floor tasks such as price changes, working freight and setting sales targets
* Providing impartial and expert level technical advice on all services and products we offer.
* Sell and active mobile device’s as well as being able to identify and resolve issues when they arise
* Train, develop and motivate employees to build customer relationships and exceed sales quota
* Research and Analyze all forms of technology being released to become acquainted with them

One Main Financial Everett, WA

*Sr Personal Loan Specialist* 2018 - 2019

* Analyze applicant’s financial status, credit, and asset evaluations to determine feasibility of granting a loan
* Negotiate payment arrangements with customers and work with credit institutions to assist in repairing credit history
* Manage Servicing and collection activities
* Adhered to all federal and state compliance guidelines relative to personal loan and auto secured loans
* Process payments, take new loan applications, and solicit current customers for new money loans both in person and over the phone

Best Buy **Everett, WA**

Geek Squad Agent/Sales Rep **2015 – 2018**

* Identifying a customer’s needs and offering the best complete solution
* Well versed in resolving Operating system/software related problems. Worked with Windows and MacOS.
* Identifying business gaps while creating & executing plans to improve opportunity
* Troubleshooting, understanding & documenting client data/issues using nova to create a solution
* Use a specialized tool to asses a client’s hardware, operating system and other technical issues.

Fred Myer **Lynnwood, WA**

Home Improvement Lead **2014 - 2015**

* Coached numerous freight team members on time management skills
* Trained new employees in each of the home departments
* Proficient in inventory management for all home departments & ensured overstock was worked
* Managed freight every night to ensure our out of stock report was as low as possible to ensure customer satisfaction & to be above company standards

McDonalds **Cle Elum, WA**

Assistant Manager **2011 – 2013**

* Coached and developed all employees who worked in the kitchen, trained the store on new products, procedures & company initiatives
* Managed food cost, maintenance fees, daily safe counts & the look and feel
* Ensured that our inventory always matched projections, receiving/managing truck deliveries
* Proficient in P&L management

# Education 2008-2012

Cle Elum Roslyn High School Cle Elum, WA

* High school Degree, graduated with a 3.65 GPA
* National honor society 2012