‍‍Matthew Branch

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Education

Bachelor’s Degree |Chico State University | Graduated 2018

* Major: Business Administration/Finance

Skills & Abilities

customer service

* Refined and developed advanced level customer service skills from experience in both the recruiting and retail industries.
* Practiced the core characteristics of customer service: active listening, eye contact, open-ended questions and always keeping a positive attitude.
* Articulate, friendly and collaborative with excellent written/verbal communication skills. Timely in providing critical feedback to clients and customers.

Recruiting

* Experienced in professional recruiting as well as sourcing and scheduling interviews.
* Increased sales by establishing strong and trustworthy relationships with both prospective and active clients/customers.

Software

* Intermediate knowledge of Microsoft Office – Word, Excel and PowerPoint.
* Advanced knowledge of Salesforce and HireRight.

Experience

Valet Parking Attendant | ALL ABOUT PARKING – Pleasanton, CA | September 2019 – June 2020

* Parked and retrieved Workday employee vehicles in specified areas in a safe and efficient manner.
* Provided accurate and timely documentation of vehicle checks, vehicle damage and other conditions prior to service.
* Promoted courteous treatment of employees and explained valet process in a detailed, user friendly manner to ensure common understanding.

Background verification Specialist | Robert Half – San Ramon, CA | February – May 2019

* Assisted candidates in completing the background verification process by providing quality customer service in a timely fashion. Effectively managed high volume of calls and emails by working in queues.
* Used HireRight to guide candidates through the multi-step background process, including information verification, quality assurance, drug test scheduling and criminal background appeals.
* Handled sensitive personal information with discretion and adhered to Robert Half’s ethical guidelines.

Staffing Manager| Robert Half – Pleasanton, CA| August 2018 – January 2019

* Experienced in running full desk recruitment, including candidate recruitment and business development. Achieved by coordinating meetings with clients and candidates to establish relationships
* Responsibilities included using Salesforce to locate unemployed candidates, scheduling phone or in-person interviews and post interview, would help find suitable positions for them. Had weekly and monthly quotas for number of interviews and candidates placed.
* Business development responsibilities included identifying companies that were in our area and making calls to generate job orders. Had weekly and monthly quotas for connects with clients, client visits and number of job orders generated.