Matthew L.C. Haddix

281.706.1351 **|** Mhaddix40@hotmail.com

**CSR | Sales Skills**

● Solution and quota-based sales experience; growing experience in marketing

● Strong business acumen and ability to work cross-functionally with other departments

**Certification**

* **Google Analytics Beginner 2020-2023**
* **AWS Cloud Practitioner- in progress**

**Education:**

LoneStar College- Major (Business Marketing)/ Project Management 2019-present

**Sales Experience**

**Asurion | Nashville, Tennessee | IT Analyst** Feb 2020 – Present

● Reset Customer account devices. Performed troubleshooting and password recoveries. ● Submit Tickets and escalation calls

● Top salesman for 3 months and perfect attendance for 4 months

● Team leader and manager of 5 associates.

● Technical writing and marketing expert

**Apple | Houston, TX | Retail Store Associate** Feb 2019- Dec 2019

● Managed client credit accounts and sold Apple care as well as Apple lines of credits. ● Performed demonstrations of new technology and presentations.

● Educated customers about Apple products and services

**Sysco Labs | Houston, Texas | IT Analyst** Sep 2017 – Jan 2019

● Service Now and Escalation ticketing expert

● High Volume Chat and Troubleshooting Experience

● Resolved L2 tickets submitted through service now.

● Technical writing specialist

**Comcast Corporation | Houston, Texas | CSR / Account Executive** March 2016 -Sep 2017

● Consistently received top rankings for personal sales

● Performed on average 120% to goal

● Received award for ‘Most Positive Surveys FY16’ recognizing excellence of delivered Customer Experience ●

**SugarHouse Casino | Philadelphia, Penn | Banker /TRM Specialist / Casino Host** Jan 2012- Mar 2016 ● Received compensation due to excellent service

● Awarded top Honors for CSR Ratings and Surveys

● TRM maintenance certified, Promoted to Lead teller and Lead banker