

# MATTHEW HAGA

## CONTACT

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## RELATED SKILLS

### Customer Service

- Front-End Sales
- Host Private Events
- Host Bar

### Following Policy and Legal Req.

- Review and Edit Procedures

### Sales and Sale Follow Up

- Prospect Calls
- Sales Documents
- Follow Ups
- Transaction Handling

### Accounts Payable

- Ordering
- Billing
- Receiving
- Bank Deposits / POS
- Audits

## WORK EXPERIENCE

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### Piazza's Fine Foods Palo Alto | Wine Steward

10.2019 – 08.2020

To maintain positive customer and vendor service experiences & adaptive sale strategies to unit sales of wines, beers, & liquors with warm & cold prospect calls as needed to prospective vendors to bring in new and exciting items to exceed previous years sales.

### Byington Vineyard and Winery | Operations Assistant

10.2018 – 10.2019

Assisted with the accounts payables & inventory reconciliation to minimize profit loss from billing & pricing errors. While assisting with front-end customer service as needed. Switching between the A/P and Sales roles.

### Total Wine and More | Wine Associate

10.2016 – 10.2018

Adaptive sales strategies for wines. Host Tasting Bar for customers to try different products. Maintaining a positive customer service experience. Assist with Tasting Classes.

### Pasadena Independent School District | Bus Driver

01.2014 – 11.2016

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Provide a safe and positive transport for Pasadena ISD's special needs student body, which included inspections of the vehicle, timeliness, enforcement of rules of conduct, & maintaining cleanliness of the vehicle.