Matthew Heck

Austin, TX
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810-614-1270

Authorized to work in the US for any employer

Work Experience

Shift Supervisor/Lead
Sa-Ten Coffee & Eats - Austin, TX
January 2018 to Present

I was the shift lead for Sa-Ten Japanese coffee shop/cafe where I was responsible for maintaining smooth operations between front of house and back of house. Handled any customer issues and made sure the shop was kept in order as well as monitoring business and cash influx.
I also made craft coffee, sake and liquor cocktails. Poured draft beer and wine, ran food from expo line and was lead server during shifts.

Server
Kome Sushi Kitchen - Austin, TX
February 2018 to June 2018

Worked as a server and server assistant in a very high volume Japanese restaurant.
Greeted guests in a warm and timely manner.
Made sure beverages and food were rung up and brought out on time. Pre bussed tables and served as guest's cashier. Input and close orders using Aloha POS.

IT Support Specialist
Home Depot - Austin, TX
June 2017 to April 2018

Level 1 support for Home Depot Corporate end users. Assisted with standard computer and software issues. Set up VPN networks and aided in the installation of software. Kept accurate records and filed reports on issues that were called in.

Server
Austin Terrier - Austin, TX
February 2017 to September 2017

Greet customers in a warm and timely manner
Provide exceptional customer service
Input customer food and beverage orders into POS (Aloha)
Work efficiently in high volume / team environment
Run food / Expo
Bus tables
Fulfill side work assigned each shift

Barista
Starbucks - Ann Arbor, MI

July 2007 to July 2014

assisted customers
prepared food and beverages
maintained an orderly and clean work environment
used POS systems and handled cash transactions

Education

Associate of Arts
Washtenaw Community College - Ann Arbor, MI
Present

Full Stack Web Developer in Web Development
General Assembly - Austin, TX
February 2017 to May 2017

Skills

- HTML (2 years)
- CSS (2 years)
- React (Less than 1 year)
- Customer Service (7 years)
- Technical Support (1 year)
- Shift Supervisor
- Git
- GitHub
- Web Development
- JavaScript

Links

https://github.com/Mattaheck

Certifications and Licenses

Full Stack Development
May 2017 to Present

General Assembly Full Stack Web Development Immersive