

MATTHEW J. FARLEY

community.fox.temple.edu/matthewfarley/

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PROFESSIONAL SUMMARY:

Over seven years of work experience in the **Customer Service** and **Job Search Industry**. Responsibilities include customer satisfaction, excessive multi-tasking, interviewing, client evaluations, resume analysis and revision, effective communication, and problem identification and resolution.

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Anticipated Graduation: December 2016
MAJOR: Human Resource Management | Major GPA: 4.0 | GPA: 3.11

PENNSYLVANIA STATE UNIVERSITY, Capital College, Middletown, PA
Bachelor of Science: Information Systems | *transferred 80+ credits*

SELECTED COURSES:

- HR Focus: HRM & Public Policy, Co-Op Experience in HR, Introduction to HRM
- IT Focus: Information Systems in Organizations, C++ Programming, Enterprise IT Architecture

ACTIVITIES & AWARDS:

- Research Director, Temple SHRM August 2015 - present
- Member, Society of Human Resource Management May 2015 - present

EXPERIENCE:

CAREER LINK, Philadelphia PA August 2015 – present

Job Developer Intern

- Contact past clients through telecommunications and discover their current status on the job market.
- Evaluate the job seeker's progress and offer assistance in the areas of resume development, job searching, and professionalism.
- Categorize a high volume of resumes by industry type and sort the applicants based upon "most qualified for the position."
- Support team lead by conducting interviews with elite applicants to determine if their qualifications and personality are an ideal fit with the organization.

STARBUCKS CORPORATION, Philadelphia, PA

May 2014 – present

Barista

- Create approximately 300 plus customized beverages per eight hour shift for a store number one in its district in sales.
- Adjust equipment and inventory to increase the speed of the beverage making process.
- Follow required multi-tasking routines to deliver foods and beverages quickly and accurately.
- Assist store manager to improve efficiency and customer satisfaction by providing feedback regarding effectiveness of operations.
- Acquire a consistent positive welcoming attitude to make customers feel a sense of warmth and belonging.

SKILLS & LANGUAGES:

- Advanced abilities in: Microsoft Office Suite, WordPress, Oral Presentations.
- Proficient abilities in: Microsoft Project, Visual Studio for C++ Coding.