**Matthew M. Kitto**

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**Q U A L I F I C A T I O N S**

* Over three years of account management experience in distribution, consumer electronics, retail, and food service industries.
* Successfully onboarded six new customers in first year that led to a 10% increase in annual revenue.
* Proven ability to achieve results in fast-paced and changing environment. Managed four autonomous teams in retail environment.
* Improved customer satisfaction in previous position by 21%.
* Strong interpersonal skills and passion for collaborative problem solving.

**P R O F E S S I O N A L S K I L L S**

* HubSpot
* Salesforce
* MailChimp
* G Suite
* Microsoft Office
* Microsoft Excel (PivotTables, VLOOKUP)

**P R O F E S S I O N A L E X P E R I E N C E**

**Earl & Brown, A Virtual Supply Company** Beaverton, OR 6/2016 – Present

*Vendor Purchasing Manager*

* Forecast, plan, and execute purchase orders for inventory totaling $50 million per year.
* Partnered with sales team to reduce average inventory total by $1.7 million in first year.
* Led pilot program, and implementation, of Third Party Logistics business that has increased revenue by $1.5 million in first year.
* Design, build, and provide weekly reports explaining sales trends, sales forecasts, and inventory needs to diverse audiences in North America, Asia, and Europe.
* Manage client relationships and encourage new customers to upgrade accounts and services.
* Onboarded six new accounts in first year that led to a 10% increase in annual revenue.
* Respond to any customer question or concern.

**Target Corporation** Vancouver, WA 9/2014 – 6/2016

*Executive Team Leader - Logistics*

* Led team of 50 spread across four autonomous teams in day-to-day store operations.
* Improved employee retention by 24% in first year in role.
* Promoted five employees to other leadership positions across the company.
* Partnered with over 20 vendors to ensure appropriate levels of inventory and reduce waste.
* Analyzed, shared, and extrapolated solutions from sales data.
* Forecasted grocery sales demand to improve sales and reduce waste.
* Followed purchasing procedures to order and receive grocery product.
* Modeled and held team accountable to outstanding customer service expectations leading to a 21% increase in customer satisfaction.
* Increased operational efficiency in first year by 13% by changing processes and unifying teams.
* Managed four cross-functional teams by setting priorities to align with operational goals.

**Dining and Conference Services** Tacoma, WA8/2011 – 5/2014

**The Cellar, University of Puget Sound**

*Student Lead - Purchasing* 4/2013 – 5/2014

* Ordered all ingredients and product for restaurant and convenience store.
* Overhauled inventory management process and reduced waste by 10%.
* Responsible for budget of $200k.
* Implemented new food preparation process that resulted in cost savings of 7% in first year.

**Dining and Conference Services, continued**

*Food Service Employee*  8/2011 – 3/2013

* Provided excellente customer service, hosted community events, cashed out customers, and prepared food.
* Worked with campus organizations and local businesses to donate unused food to local food banks.

**University of Puget Sound Honor Court** Tacoma, WA 9/2012 – 5/2014

*Chair – Chief Justice of the Honor Court*

* Facilitated, moderated, and led student-to-student conduct hearings.
* Decided consequences of students’ violations of code of conduct.
* Advised university administration on disciplinary action and academic sanctions.
* Encouraged debate of honor code policies at monthly meetings with Dean of Students and faculty.

**American Junior Golf Association** Atlanta, GA 5/2012 – 8/2012

*Operations Intern*

* Worked with team of six to plan, set-up, and execute 13 prestigious national junior golf tournaments.
* Recruited and maintained sponsors, trained volunteers, and provided fantastic tournament experience.
* Partnered with local media outlets to build excitement and create exposure for the organization.

**Kona Pacific Solar** Portland, OR 5/2011 – 8/2011

*Intern – Operations, Finance, and Customer Success*

* Analyzed production costs and income projections.
* Designed initial billing system.
* Worked as liaison between product manager and investors.
* Provided updates, answered questions and resolved disputes with Home Owners Association.
* Initial intern at a startup who was the “go to” person for all company functions.

**R E L E V A N T E X P E R I E N C E**

**University of Puget Sound Men’s Golf Team**  4/2012 – 5/2014

*Captain*

* Ordered equipment and coordinated fundraising efforts.
* Represented team in athletic department meetings.
* Coordinated practices, road trips, team functions, offseason workouts.

*Co-Founder of Puget Sound Investment Club*  5/2012 – 5/2014

* Created initial investment portfolio of $5K in investments.
* Planned meetings, organized guest speakers, and presented investment data to club.

*Independent Study Abroad, New Zealand* 12/2013 – 1/2014

* Organized course of study focusing on successful international marketing strategies.
* Devised reading lists, case studies, and course focuses.

**E D U C A T I O N**

**University of Puget Sound**,Tacoma, WA

Bachelor of Arts in General Business

Bachelor of Arts in Politics and Government

* Scott Jackson Outstanding Man Leadership Award, 2014
* Senior of Excellence, 2014
* Richard Ulrich Leadership Award Nominee, 2013