

# Matthew A. McHughes

## Overview

- Highly motivated with diverse professional experiences
- An extensive background in customer service that has developed a desire to find best solutions for a customer's need.
- A dynamic personality that is easy to work with
- A passion for education – always looking to learn and develop skills and knowledge
- Superb leadership, interpersonal, and communication skills
- Highly-technical – proficient in software including Microsoft Office Products, intermediate development skills in Java, C++, multiple web and mobile technologies, among others. Intermediate skills in Adobe Photoshop, Dreamweaver, and familiar with Illustrator. Quick to learn any software presented.

## Education

**B.S. Computer Science**  
**University of Central Oklahoma, Edmond, OK**  
**2012 – Present (Graduating December 2015)**  
**Current GPA – 3.33**

**B.A. Political Science**  
**University of Oklahoma, Norman, OK**  
**Graduated 2007**

## Work Experience

**Apple, Oklahoma City, OK**  
**Family Room Specialist**  
**2014-Present**

- Troubleshooting, diagnosing, and presenting technical solutions for Apple mobile devices.
- Assisting customers in scheduling and preparing for appointments
- Align and support fellow technicians with customer appointments.

**Converse Inc., Oklahoma City, OK**  
**Operations Manager**  
**2011 – 2014**

- Management of Day-to-Day operations – Scheduling, staffing, forecasting, training, customer service
- Managed logistics of daily inbound and outbound product shipments
- Oversaw store projects including inventory audits, computer hardware and software upgrades
- Developed and carried out store projects including product organization, training programs on multiple store-related topics, and upgrades to company reports

- Trained other management on technical programs including Excel, Outlook, Web Applications, as well as others

**Over Stars and Gutters, Oklahoma City, OK**

**Bandleader**

**2007 – 2012**

- Composed and performed original music for recordings and live performances
- Booked multiple nation-wide tours
- Oversaw contracts and terms with venues, promoters, booking agents, public relations firms, as well as U.S. and international record labels
- Designed and managed production of merchandise
- Maintained web presence for communication with fans and professional contacts

**References**

**Available upon request**