
MATTHEW CLUFF

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PROFESSIONAL SUMMARY

Qualified, bilingual customer service agent with 5+ years experience in fast-paced environments. Personable and professional under pressure. Also aspiring developer, currently taking a certification at UofA for full stack development.

SKILLS

Bilingual	Strong client relations
Attentive to details	Quick learner
HTML5, CSS, JavaScript, AJAX, JSON, Boot Strap	Effective communicator

WORK HISTORY

Manager & Insurance Agent - 12/2014 to 4/2018

Oasis Insurance (Now Fast Insurance) – Mesa, Arizona

- Making and answering 50+ calls per day helping customer with their inquiries, solving problems and customizing existing/creating new insurance policies tailored to a client's specific needs in both Spanish and English
- Help on a daily basis dozens of clients who come into our office with policy questions and resolved their problems.
- Balanced change bags on a daily basis and did the company books for all employees several times a week and made deposits.
- Mastered over 20 complicated insurance websites and systems and helped train others to better use those systems quickly and correctly
- A manger over 3 other employees and am their primary source for answers to their questions

Admissions Coordinator and Student Support for the Certificate Boot Camps at UCI, UCLA & UCSD - 4/2018-Present
Trilogy Education Services, a 2U owned company

- Interviewed and qualified perspective students for the certificate program I'm currently taking
- Assisted enrolled students by helping them with pre-work and motivating them to push through their program
- Maintained and exceeded quarterly enrollment goals by being diligent to the students' needs
- Held leadership roles within the company

EDUCATION

Skyline High School Graduate

University of Arizona full stack development certificate

ACCOMPLISHMENTS

- Eagle Scout awarded at 12 and a Boy Scout Leader
- Father of two cute boys and a lucky husband to an amazing wife of 5 years
- UofA certification for full-Stack programming