

Matthew Karpe

Email: mkarpe91@gmail.com | Phone: 7713331131

Professional Summary

Reliable and detail-oriented administrative and customer service professional with experience in healthcare support, scheduling, and client communication. Epic ready and HIPAA aware, with strong written and phone communication skills.

Work Experience

Shift Lead, Ally Waste Services

Nov 2023 – Present | Raleigh, NC

- Coordinated nightly residential pickup routes; ensured completion and logged end of shift summaries.
- Trained new teammates on safety, coverage coordination, and customer communication.
- Proactively solved access issues and maintained building relations.

Staff Counselor, Mental Health Association (Group Home)

Feb 2016 – Oct 2016 | Hempstead, NY

- Monitored clients, documented daily activities, and relayed updates to supervisors (HIPAA aware).
- Assisted with medication reminders/handling per policy; ensured client safety and routine adherence.
- Answered phones and supported visitors with a friendly, professional demeanor.

Courier / Driver, Various Platforms

Oct 2017 – Nov 2023 | NY & NC

- Managed time sensitive deliveries, verified identity/address, and handled cash payments when required.
- Adapted routes to weather/traffic; maintained high customer satisfaction scores.

Cashier, Waldbaum's Supermarket

2008 | Jericho, NY

- Processed transactions accurately; provided courteous in lane customer support.

Education

Nassau Community College | 2011 – 2012

Completed 33 credits toward IT (Information Technology).

EAC Network - Nassau County | 2009

Earned GED (General Educational Development) credential.

Skills

PC troubleshooting, Software installation, Scheduling / coverage, Multi line phones, HIPAA aware, Epic ready, Customer service, Written communication