

Matthew Pengelly

Objective

To find a career that allows me to utilize my technical, communications, problem solving, and leadership abilities and provides the challenge and opportunity to advance my skills in data management and analysis.

Experience

2017-Present Edgenuity Scottsdale, AZ

Account Manager

Responsibilities: Serve as primary point of contact for implementing new districts and schools into multiple LMS software platforms. This includes working with client to determine needs, working with Data Entry department to build environments, and importing students and teachers into the systems. Also provide ongoing support of client districts, serving as single point of contact for setup modifications, reporting needs, technical support escalations, and any general needs they encounter, as well as discussing best practices and ensuring their satisfaction. Work with multiple internal teams to address client needs including sales, support, data entry, professional development, research (data), product development, integrations (3rd party data), and accounting. Heavily use Excel to compile and format data from multiple sources for importing data into the systems and providing customized data reports requested by clients, both my own and many of the other account managers'. Work with the research team to provide design input on built-in reports they are developing.

2012-2017 Edupoint Educational Systems Mesa, AZ

Customer Resource Specialist / Account Manager / Regional Sales Manager

Responsibilities:

- **Customer Resource Specialist:** Provide tier 3 support to all client software leads for all modules of the system. Act as subject matter expert for multiple modules. Identification of system bugs and escalation of them to development team. Quality assurance testing of the code fixes for said bugs.
- **Account Manager:** Act as single point of contact for any issues beyond basic tech support for dedicated clients, including escalation of support, development, and technical service issues; complaints regarding service or specific staff; training needs; billing and contract questions; sales inquiries; etc. Maintain regular contact with clients to gauge their level of satisfaction and report on it. Provide detailed notifications to the executive cabinet of clients whose satisfaction with the product or support had dropped to a level of concern.
- **Regional Sales Manager:** Locate potential leads within my territory via cold calling, trade shows, company website, etc. and develop relationship with them. Identify clients' current products and methods and create proposals based on their needs. Work with internal department heads and implementation specialists to develop implementation bids that are aggressive yet achievable. Set up product demonstrations tailored to the needs of the prospect. Work with existing clients within region to determine what modules they might add to their library and set up pricing and demonstrations in the same vein as for prospective clients.

2010-2012

Infinity Software Solutions

Scottsdale, AZ

Account Manager / Junior Software Developer

Responsibilities:

- **Account Manager:** Provide dedicated clients with technical support and training support for all modules of human resources software, including benefits management, time and attendance, performance management, applicant tracking, etc. Build, maintain, and troubleshoot data feeds of client benefits, payroll, and demographic data to third-party systems, including benefits carriers, payroll providers, and other database systems. Formats included .csv, fixed length, HIPAA 834, and XML. Used Excel extensively to combine, organize, map, and format data in structure needed for imports. Provide live in person and web-based training for all modules of system for my clients as well as for clients of other account managers. Advanced troubleshooting of issues for other account managers and senior account managers. Creation of instructional documents for various aspects of the software.
- **Junior Software Developer:** Used SSMS to create stored procedures for use in populating data for reports. Used Visual Studio to create reports.

2009-2010

Go Daddy, Inc.

Gilbert, AZ

Customer Support Rep/Online Support Rep

Responsibilities:

- **Customer Support:** Provide customers with technical phone support for all products provided by company. Coordinate with other departments to find solutions to complex technical issues. Review needs of customers, provide solutions to meet these needs with appropriate products and services, and close sales of products and services to customers. Provide support for customers' billing inquiries.
- **Online Support:** Provide same support as in Customer Support, but via email correspondence. Handle high number of customer interactions per day, along with more advanced technical issues.

2005-2008

Trussway, Ltd.

Chandler, AZ

Designer / Estimator / Project Manager / Sales

Responsibilities:

- **Designer:** Design floor and roof systems for multi-family, single family, and commercial buildings. Work with sales and customers to resolve engineering and design issues.
- **Estimator:** Provide estimates for projects with costs of up to several million dollars. Provide cost accounting of sold projects as they are manufactured.
- **Project Manager / Sales:** Call on potential customers to obtain requests for bids and develop relationships. Order entry including processing contracts, signed documents, design specifications, etc... Provide customer service including engineering, design, and repair issue resolution. Coordinate production schedule and deliveries between design, production, and shipping departments and customers. Train and direct new employee in estimating dept.
- Act as branch lead for beta testing, training, and functionality requests for company operating system software. Act as local technician to assist IT department with various computer and network issues. Designed fiber optic and electrical layout for installation of automated equipment in the plant and worked with contractors to implement installation.

2002-2005

Huttig Building Products

Phoenix, AZ

Engineered Wood Products Specialist

Responsibilities: Design floor and roof systems for residential and commercial buildings. Use proprietary software to engineer joists and beams that perform up to building code and manufacturers' standards. Provide customer service including questions regarding engineering, design, ordering, and delivery. Enter and track customer orders. Purchase product including maintenance of inventory and special and direct orders. Implement procedures for tracking of sales history and inventory status. Train new EWP employees on all software and procedures. Act as local computer technician for software and hardware installations, questions, and problems.

2000-2001

Amec Inc.

Mesa, AZ

Information Technology Technician

Responsibilities: Diagnose and repair computer hardware and software problems for two branch offices sharing one location. Support user technology needs including hardware break-fix, software installation and support, network account creation and maintenance, controlling access to network folders, and telephone system issues. Maintain local file server and domain controller. Perform rotating tape backups of local file server. Maintain local printers and plotters. Assist in configuring and supporting router connection to WAN. Perform various technical duties in branch offices in Arizona, California, and Nevada.

1999-2000

Harris Technologies Inc.

Mesa, AZ

Technical Services Manager

Responsibilities: Perform on-site and in-house services including network development and maintenance, network cabling, software consultation and installation, and hardware diagnosis and repair. Supervise technical services performed by other technicians. Coordinate services performed by various sub-contractors. Act as outside salesman for technical services as well as hardware and software. In charge of in house technical services including building and maintaining desktop computers, software installation and support, server assembly and maintenance, LAN development and support, DSL router connection to ISP, setup and monitoring of internet gateway software used prior to DSL router installation, and working with US West/Qwest on phone line installation, problem resolution, and billing issues.

Education	<ul style="list-style-type: none"> 2016 Dale Carnegie Training Tempe, AZ Winning With Relationship Selling training course
	<ul style="list-style-type: none"> 2003 Carson International Corona, CA Completed Sales and Customer Service training course
	<ul style="list-style-type: none"> 2000 QuickNT Chicago, IL MCSE Boot camp: Completed MCSE Certification for Windows NT 4.0
	<ul style="list-style-type: none"> 2000 ESS Connect Tempe, AZ Level 1 and Level 2 Training in AutoCAD R14
	<ul style="list-style-type: none"> 1997-1999 Arizona State University Tempe, AZ Courses in Computer Engineering and Computer Science.
	<ul style="list-style-type: none"> 1996-1997 University of Arizona Tucson, AZ Courses in Computer Engineering and Computer Science.
	<ul style="list-style-type: none"> 1993-1996 Maricopa County Community Colleges Mesa, AZ Mathematics and General Education Courses
IT Skills	<ul style="list-style-type: none"> Sales and technical support of multiple web-based products, including domains, hosting, databases, SSLs, and SEO Microsoft Excel Microsoft Word Microsoft Outlook/Exchange Server Windows Desktop and Server Operating Systems Local Area Network Administration TCP/IP DNS Technical support, and external and internal training for web-based, multi-module data management software Creation and maintenance of training documents for web-based software Testing of upgrades and new software implementations Electronic Data Interface for customized importing and exporting of data. Some MS SQL Server Management Studio experience Some Apple and Linux OS experience
References	<ul style="list-style-type: none"> Kelley Ring, Edgenuity, 818-424-3379 Liz Walbrun, Atomic Learning/Versifit, 303-638-0101 Jeff Torczon, Infinity Software Solutions, 602-690-0313 John Austin, Infinity Software Solutions, 602-6373-4130 Elizabeth Hapitas, TrustCommerce, 480-285-9746 Anne Shetlar, Infinity Software Solutions, 480-292-2952 Steve Brandehoff, Alliance Lumber, 623-826-7168 Erik Erikson, Alliance Tru-Trus, 602-571-6593 Tim Swearingen, Revana, 623-332-2516 Jim Floyd, Trussway Ltd, 602-540-4199 Jeff Tucker, Trussway Ltd, 713-691-2064