

**MATTHEW W. GRANT**

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Astoria, NY 11103  
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**SKILLS AND CERTIFICATIONS**

HTML, CSS, JavaScript, Ruby, and Ruby on Rails

**EDUCATION**

**New York Code and Design Academy**  
Web Development Intensive Certificate, April 2016

New York, New York

**Wright State University**  
Bachelor of Arts, English Literature, May 2009

Dayton, Ohio

**Clark State College**  
Associate of Arts, May 2006

Springfield, Ohio

**EXPERIENCE**

**Time Warner Cable**  
*Help Desk Lead*

Flushing, NY  
Dec. 2013–Jan. 2016

Handle customer issues and concerns, as well as educate customers and offer additional products and services. Created FCR tracking sheet to help improve both personal and team metrics. Cover for supervisor when requested. Assisted with repeat customers and requests to speak with a supervisor. Handled POC duties including Social Media and Office of the President requests, as well as VIP customers.

**Coffee Bean & Tea Leaf**  
*Shift Manager*

New York, NY  
Dec. 2012–Nov. 2013

Manage team members and store on a day-to-day basis. Input inventory and sales information into Excel. Team with upper management to troubleshoot store issues and enhance the customer experience.

**Starbucks**  
*Assistant Store Manager*

New York, NY  
Jan. 2010–Nov. 2012

Worked with store and district managers to solve problems, and enhance employee and customer experiences. Ordered, received and tracked store inventory. Cash handling, including counting on-hand funds as well as store deposits and change orders. Used creativity and innovation to push profit and raise the brand by meeting and succeeding customers experiences.

**Kohl's**  
*Sales Associate*

Dayton, Ohio  
July 2008–Oct. 2009

Organized, stocked and arranged display setups. Managed high level of clientele and incoming calls. Handled customer's needs.