

MATTHEW FELIZ

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PROFESSIONAL SUMMARY

- Apple Support Advisor with experience analyzing and solving routine and complex problems.
- Passionate leader with a track record of building and leading successful teams.
- Dedicated to learning, growing, and succeeding in the health and tech industry.
- Excellent communicator with outstanding time management, administrative, and customer service abilities.
- Experienced Apple Specialist with a 4-year track record of success in the sales industry
- Technical trainer with excellent prioritization skills and the ability to conduct needs assessments.
- Bilingual, observant, and deadline-oriented
- Excellent track record of resolving issues, increasing customer satisfaction, and driving overall operational improvements.
- In high-volume, demanding environments, multitasks to provide personalized service to customers.

SKILLS

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| <ul style="list-style-type: none">• Mentoring and training• Operating systems• Milestone assessment and achievement• Data collection and analysis• Software troubleshooting• Best practices and standards• Staff training• Software system testing• Spanish fluency• Task prioritization• Process improvements• Business Development• Strong collaborative skills• Content development | <ul style="list-style-type: none">• MAC-OS• Data synchronization• Analytics and problem resolution• Technical support• Conflict resolution• Strong communication skills• Excellent problem solving skills• Technical help desk experience• Performing repairs• IT/Web-Based Media Support• SQL• JIRA• Salesforce |
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EDUCATION

Radiologic Technology - Some college (No degree) Middlesex Community College Lowell	<i>Lowell, MA</i>
Public Health - Some college (No degree) Northern Essex Community College	<i>Lawrence, MA</i>
High School Diploma Methuen High School	2013 <i>Methuen, MA</i>

WORK HISTORY

Product Support Representative III UKG	October, 2022 to Present <i>Lowell, MA</i>
<ul style="list-style-type: none">• Was in charge of the CRM database, which included troubleshooting, maintenance, updates, and the creation of reports.• Increased customer satisfaction by using superior conflict resolution and problem-solving abilities.• Carried out first-level core troubleshooting on software system issues and provided precise technical solutions.• prioritizing and managing several open cases.• Handled critical tax by referring user issues to senior analysts, specialists, supervisors, or other support groups when additional assistance was required.	

Specialist

June, 2017 to Present

Apple Rockingham Park

Salem, NH

- Looked at systems, equipment, and components to see what maintenance was required.
- Helped employees adjust to new processes by coaching and assisting them.
- Identified issues and proposed new procedures to increase efficiency and lower costs.
- Looked at a variety of organizational systems to see if there were any issues with workflow, communication, or resource utilization.
- Made suggestions for improving sales, margins, and program execution and actively participated in doing so.
- Interpreted clients' needs and recommended services that met those needs.
- Participated in training programs to broaden my professional knowledge and assisted in the training of fellow store associates on both existing and new training programs.
- Increased sales by promoting promotional items and specials through sampling initiatives, suggestive selling, and communication of promotional items and specials.

Pharmaceutical Technician

September, 2015 to October, 2016

CVS

Methuen, MA

- Reduced supply shortages by keeping a close eye on inventory and placing replenishment orders before it ran out.
- Stocked, labeled, and inventoried medication to keep accurate records.
- Prepared prescription packaging and labels, double-checking dosage, side effects, interactions, and refill instructions.
- Created and updated patient profiles to include current information such as medications and insurance information.
- Effectively controlled the release of proprietary and confidential information for general client lists.
- Worked with insurance reps to process claims and calculate the correct co-pay amounts for patients.

Paint Associate

June, 2012 to August, 2014

Lowe's Home Improvement

Salem, NH

- Completed retail merchandising tasks efficiently, including stocking, cleaning, down stocking, and pricing.
- Actively engaged customers in order to gather data on current and future paint projects.
- Successfully led key projects that yielded an increase in paint sales.
- Checked the vendor list for accurate inventory reporting and processed new shipments and incoming inventory.
- Offered color matching expertise and paint product selection advice to assist customers with paint selection.
- Provided each customer with exceptional service by listening to their concerns and answering their questions.
- Offered suggestions and recommendations to help personnel solve the problem.
- Was responsible for processing up to more than 100 customer orders per day.

Sales Associate

June, 2012 to August, 2014

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Salem, NH

- Used upselling techniques and offered product and service consultations.
- Took incoming phone calls and answered them with information about products, services, store hours, policies, and promotions.
- Consistently met or exceeded upselling, donation, and credit card sign-up targets by leveraging excellent communication and interpersonal strengths.
- Assisted customers in enrolling in loyalty programs and submitting paperwork.
- Helped team members master sales techniques so they could consistently exceed their goals.
- Instructed team members on security risks and loss prevention to help prevent store theft.
- Unboxed new merchandise and restocked shelves in appealing and organized arrangements to promote items.
- Performed floor moves, merchandising, display maintenance, and housekeeping to keep sales areas well-stocked, organized, and current.