**Matthew Jin Jimenez**

(858) 900-6824 | [mattjin.kim@gmail.com](mailto:mattjin.kim@gmail.com) | San Diego, CA.

**SUMMARY OF QUALIFICATIONS**

| * SQL * Microsoft Office Suite * Google Suite * Google Business Profile * Facebook Business | * Zendesk * FreshDesk * Jira * Asana * Tableau | * Data Aggregation * Data Analytics * Data Cleaning * Data Visualization * Data Calculations |
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**EDUCATION & CERTIFICATION**

Google Data Analytics Professional Certificate October 2022

[*Certification Issued by Coursera*](https://www.credly.com/badges/d7d8a4fd-f526-4877-8c24-df7b00bb9f68/public_url)

California State University, Los Angeles December 2018

*Bachelors of Science, Business Marketing Management*

**PROFESSIONAL EXPERIENCE**

**Logicbroker** May 2022 - Current

***Client Onboarding Specialist***

* Collaborative efforts with retail partners on full platform setup on new or existing suppliers.
* Troubleshooting onboarding issues, EDI document issues, and overall platform issues that can occur during document exchanges.
* Effective support communication through Asana and Zendesk with new/existing partners
* Attend Onboarding Retailer meetings to learn and understand current flow for expected suppliers.

**SOCi, Inc**

***Customer Operations Specialist/Data Quality***  February 2021 - May 2022

* Actively support client requests through Jira, Zendesk, and Freshdesk tickets by providing prompt responses and follow ups to submitted tickets.
* Effectively troubleshoot application specific issues such as data updates and local listing errors in a timely manner by actively communicating and checking in on customer needs.
* Communicate through social network support channels to escalate client branded issues.
* Ensure assistance and expertise through open communication with clients via Zoom, email communication, and telephone calls.

***Implementation Specialist***

* Collaborated effectively with Sales and Service teams to ensure successful handoffs before and after onboarding clients.
* Provided excellent phone and email technical support on platform in order to assist customers to quickly identify issues and escalate them appropriately to establish a positive experience during the onboarding period.
* Worked closely with clients to identify, correct, and advise on how to align business objectives within the SOCi software by providing implementation training and ongoing support.
* Streamlined client implementations on various packages within the SOCi software solution product to achieve client’s time to value expectations.
* Actively tracked new brands/properties that signed on to the platform and provided prompt support through ticketing system software.
* Developed standard operating procedures based on client specific data and workflow during the onboarding process.

**Rio SEO**

***Local Listings Coordinator*** March 2019- February 2021

* Improved ranking and brand visibility to 40+ clients by executing local listing SEO tactics.
* Effectively worked with online directories and aggregators such as Google, Facebook, Yelp, Infogroup, Manta, and Bing to ensure client data is visible and accurate.
* Contributed network expertise on client projects by providing standardized data formatting to meet evolving client needs and requirements.
* Worked alongside account directors and project managers to onboard and configure new clients within Rio platform.
* Improved client data output by collaborating with team members to research and document network specific changes and their effects.