

MATTHEW COLVIN

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PROFESSIONAL SUMMARY

Results-driven and highly adaptable Operations Manager with 9+ years of transferable management experience, including oversight of high-volume operations exceeding \$13.5M annually and teams of 80+. Well-versed in optimizing operational efficiency through conducting strategic planning and requirements analysis. Strong background in utilizing data-driven insights to develop and implement process improvements and leading high-functioning teams by enhancing team coordination and collaboration.

WORK EXPERIENCE

WALMART • DELI/BAKERY TEAM LEAD • DECEMBER 2024 – PRESENT

- Increase in responsibility to 2 front-facing, high-volume store locations, in addition to helping oversee other similarly high-velocity sister departments
- Took over responsibility for key locations in-store to feature volume-producing items and drive seasonal sales, increasing flow through by up to 400% on some items
- Assisted with supervision of whole-facility closing operations to ensure smooth handoff to the morning team

WALMART • DELI TEAM LEAD • NOVEMBER 2023 – DECEMBER 2024

- Oversaw high-velocity department operations with critical store visibility and customer impact
- Managed cold chain logistics and food safety compliance to ensure product quality and regulatory adherence
- Led cross-functional team to maintain department excellence in high-traffic, front-of-store location
- Implemented operational procedures to optimize workflow efficiency and customer experience

WALMART • DIGITAL TEAM LEAD • JANUARY 2022 – NOVEMBER 2023

- Managed teams of 80+ associates across digital operations for \$13.5M annual business
- Built and maintained reporting dashboards & KPIs (Key Performance Indicators) to track department performance, enabling management to make data-driven decisions, improving associate scheduling accuracy
- Developed and maintained strategic relationships between different departments
- Oversaw order fulfillment processes and customer relations for high-volume e-commerce operations
- Implemented process improvements that enhanced operational efficiency and customer satisfaction
- Analyzed performance metrics and generated reports to drive data-informed decision making

WALMART • SEASONAL TEAM LEAD • NOVEMBER 2021 – JANUARY 2022

- Promotion to a managerial role overseeing the operations of the toys department during the crucial period surrounding Christmas

WALMART • ASSOCIATE • AUGUST 2016 – NOVEMBER 2021

- Constructed resources and materials to assist in the daily job tasks of myself and others
- Ensured the fast and efficient completion of duties and was consistently recognized for performance

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY • HOOKSETT, NH • EXPECTED 2029

Bachelor's of Business Administration

LIBERTY COMMON HIGH SCHOOL • FORT COLLINS, CO • GRADUATED 2017

CORE COMPETENCIES

Business Analysis, Cross-functional Collaboration, Customer Relationship Management, Conflict Resolution, Data Analysis, Operations Management, Process Optimization, Project Management, Strategic Planning, Team Leadership & Development

TECHNICAL SKILLS

Adobe Illustrator, Affinity Designer, HTML/CSS, Large Language Models (ChatGPT, Claude), Microsoft Excel, SQL