

Matt Williams, Ph.D.

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Indeed

Associate Strategist [May 2021 - Present]

- Drive and deliver strategic initiatives, identify value-creation opportunities, and design easy-to-understand breakdowns of complex processes
- Query product health metrics using IQL (~SQL) for research purposes
- Develop employer acquisition strategies in domestic and international markets

Operations Specialist [April 2019 - May 2021]

- Facilitator between operations and product
- Developed deep product knowledge and created process documents
- Managed an international team and provided professional growth opportunities

Job Seeker Success Team

- Grew Indeed Interview chat support team into new markets
- Developed troubleshooting processes for our Glassdoor partnership

Analytics Team

- Synthesized customer success representative feedback to create a better Analytics Dashboard
- Researched client sentiment using Python and NLTK within our Salesforce cases

Indeed Targeted Ads Apply (ITAA) Product Team

- Developed new Jira workflow for product issues
- Created custom targeting profiles

Operations Team

- Managed five international operations colleagues (Dublin, Delhi)
- Ran weekly standups
- Oversaw Jira ticket queue

SUNY - University at Buffalo

International Admissions Graduate Assistant [Jan 2015 - May 2018]

- Supported daily operations of the international admissions university community
- Led email communications and assisted in government document collection
- Ensured document and image tagging in an enterprise content management system
- Created admissions website maps for web redesign

Music Department Adjunct Instructor [Jan 2015 - May 2018]

- Taught undergraduate music theory courses in physical and online classrooms

Slee Institute of Tonal Harmony Graduate Assistant [Jan 2017 - May 2018]

- Supported efforts to create an online database of musical gestures, complete with analyses, keywords, tags, and an extensive 19th century - 20th century music theory textbook bibliography
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University of Indianapolis**Wheeler Arts Community Outreach Coordinator [May 2011 - May 2014]**

- Developed, produced, and implemented artistic, educational, and community-oriented workshops involving local artists and professors
- Worked with the Indianapolis Museum of Art to create a mini-Wheeler Arts Community library, complete with book checkout system

Music Department Adjunct Instructor [Jan 2012 - May 2014]

- Taught undergraduate music technology courses involving digital audio workstations, basic HTML/CSS knowledge, and a survey of 20th - 21st century electronic music
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Skills**Programming/Data**

SQL, Indeed IQL, Python, Markdown, HTML/CSS, LaTeX, Lilypond, Jupyter Notebook, Tableau

Product Organization/Productivity

Salesforce, Jira, Trello, Figma, G-Suite, Office, Adobe Suite

Music

Sibelius, Finale, MuseScore, Frescobaldi, Logic Pro, Reason, Max/MSP/Jitter

Education

Ph.D. Music Theory, SUNY - University at Buffalo

M.M. Music Composition, Butler University

B.S. Music, University of Indianapolis