Matthew Andrew Walker

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(301) 717-4440

January 27, 2014

To Whom It May Concern:

I am interested in the maintenance assistant position that I saw advertised by Residential Life. I believe that I have the skills and experience that would prepare me for this job. The resume which I have attached provides further details about the qualifications that I have that would help me to do the job professionally.

An experience I have had that closely relates to this job is my previous position as a pool manager. The job had many duties that involved cleaning, fixing, and first aid. Using the skills I have learned from managing, I can fix a wide range of appliances and small plumbing issues. It also taught me how to take on bigger responsibilities and be more conscious of my actions.

At another job as a cashier, I gained experience with customer service and how to deal with a wide range of people. I learned how to deal with distraught customers and used my critical thinking skills to solve the problems quickly and efficiently. The talk of dealing with customers every day taught me the proper social skills and well as professional communication skills.

I hope that you will find that my past jobs and responsibilities make me a good candidate for this position. I fell that the skills I have developed over the years are enough to fulfill the qualifications of a maintenance assistant. I hope to be involved in Residential Life and building a better community. Thank you for taking the time to review my application.

Sincerely,

Matt Walker

**Matthew Walker**

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Montgomery Village, MD, 20886

301-717-4440

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**Professional Experience**

**RSV Pools**

**Gaithersburg, Maryland**

Manager May 2013 - Present

* Manage staff, preparing work schedules and assigning specific duties.
* Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.
* Interface directly with the Board President.
* Direct responsibility for maintenance of the pool pump room, maintaining proper PH and acidic levels.
* Review reports with Montgomery County Inspectors for proper pool maintenance.
* Schedule employees work shifts.
* Ensure pool deck, restrooms, and office was in proper working order and condition.
* Receive pool of the week award for maintenance and cleanliness.
* Direct interface with the public, selling memberships, logging in pool members and their guests.
* Review policy and procedures with staff.
* Administer first aid and CPR when needed to pool patrons.

**American Pools**

**Columbia, MD**

Assistant Manager May 2012 - September 2012

* Managed onsite staff.
* Managed employees.
* Interfaced directly with the president of the board for the pool.
* Direct responsibility for maintenance of the pool pump room, maintaining proper PH and acidic levels.
* Review reports with Montgomery County Inspectors for proper pool maintenance.
* Ensured pool deck, restrooms, and office was in proper working order and condition.
* Direct interface with the public, logging in pool members and their guests.
* Reviewed policy and procedures with staff.
* Administer first aid and CPR when needed to pool patrons.

**Montgomery Village Foundation**

**Montgomery Village, Maryland**

Lifeguard May 2008 - May 2012

* Maintenance of pool deck and restroom areas.
* Surveillance of pool deck for hazards and safety for all patrons.
* Administer first aid and CPR when needed to pool patrons.

**Safeway**

**Gaithersburg, Maryland**

Cashier December 2009 - December 2012

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Assist customers by providing information and resolving their complaints.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Greet customers entering establishments.
* Answer customers' questions, and provide information on procedures or policies.
* Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
* Stock shelves, and mark prices on shelves and items.
* Assist with duties in other areas of the store, such as the floral department, bagging and carrying out customers' items.

**Education**

**University of Maryland Baltimore County**

**Catonsville Maryland**

Graphic Arts Candidate

Anticipated graduation May 2016

GPA 2.75

**Gaithersburg High School**

**Gaithersburg, Maryland**

Graduated June 2010

**Additional Skills**

* Knowledge of general plumbing maintenance.
* Excellent communication, interpersonal, and motivational skills.