



MATTHEW VIEKMAN

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Summary

Experienced customer service worker. Critical thinker and skilled in troubleshooting. Good with people and energetic.

Skills

- Recordkeeping abilities
- Organization
- MS Office
- Administrative support
- Interpersonal and written communication
- Problem resolution
- Multi-platform familiarity
- Employee training and development
- Inventory systems
- Meeting planning
- Technologically savvy
- Types 70 WPM
- Web Development experience

Experience

CVS Health | Morgantown, WV
Shift Supervisor
07/2019 - Current

- Answered and resolved customer questions and concerns.
- Assisted store management with meeting standards of service and quality in daily operations.
- Utilized security, safety and loss prevention strategies during shifts.

Various | Morgantown, WV
Production Director
01/2010 - Current

- Partnered with performers and producers to determine and create desired sounds for productions.
- Continually updated equipment and floor plan to better suit our needs.
- Coordinated work of lighting and sound crews to streamline production operations.
- Created agendas and communication materials for team meetings.
- Earned reputation for good attendance and hard work.

Starbucks | Morgantown, WV
Shift Supervisor
06/2019 - 03/2020

- Answered and resolved customer questions and concerns.
- Sustained safety protocols to ensure proper, cost-effective and safe handling of equipment and materials.
- Set up, adjusted and maintained machines to keep production operating at peak levels.
- Monitored employee performance and safety, conducting retraining to correct problems and optimize productivity.
- Completed opening and closing duties to facilitate business operations.

Harrison County Emergency Services |
Clarksburg, WV
Paramedic
01/2018 - 05/2019

- Remained level-headed and proactive during emergency situations.
- Transported patients from accident scenes to hospitals in emergency vehicles.
- Conducted equipment inspections and vehicle checks in adherence with required maintenance schedules.
- Demonstrated dedication to providing quality care through continued training and education.

Star City EMS | Morgantown, WV
Paramedic
08/2016 - 04/2019

- Responded quickly to medical emergencies to promote best possible health outcomes.
- Remained level-headed and proactive during emergency situations.
- Transported patients from accident scenes to hospitals in emergency vehicles.
- Conducted equipment inspections and vehicle checks in adherence with required maintenance schedules.
- Evaluated patients' medical status and monitored vital signs during transit.
- Explained each step of treatment to conscious patients to reduce fear and invoke calm.
- Responded quickly to medical emergencies to promote best possible health outcomes.

Starbucks | Morgantown, WV
Shift Supervisor
04/2014 - 08/2016

- Answered and resolved customer questions and concerns.
- Sustained safety protocols to ensure proper, cost-effective and safe handling of equipment and materials.
- Set up, adjusted and maintained machines to keep production operating at peak levels.
- Monitored employee performance and safety, conducting retraining to correct problems and optimize productivity.
- Completed opening and closing duties to facilitate business operations.

Education and Training

Pierpont Community And Technical College | Fairmont, WV
Some College (No Degree) in Emergency Medical Technology

Miyamura High School | Gallup, NM
High School Diploma
05/2013