
MATTHEW SELBY

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1094 Civic Center Drive
Rohnert Park, CA 94928

Objective

To seek new employment opportunities.

Experience

Support Technician II, PBHS; Santa Rosa, CA — 03/2015 - Present

Working in our Support Department requires one to “wear many hats” in terms to the duties performed. At any given time I may be a Support Technician, a Solutions Advisor, a Sales Associate, an Email Administrator, a programmer, a Website Consultant, an official PBHS Representative, or simply just a friend. While in this position, I was able to implement and develop an internal learning platform to assist with the on boarding of new hires.

Customer Service Agent, Geek Squad; Santa Rosa, CA — 08/2013 - 01/2016

Building relationships, resolving customer issues and providing best in class services to clients. Diagnostics and repair for a wide range of consumer electronics, primarily personal computers, TVs, tablets, and phones.

Teller, Bank of America; Santa Rosa, CA — 04/2014 - 03/2015

Accurate cash handling, high attention to detail, effective communication and proactive analyzing of client profiles are essential during every interaction. Ensuring needs are met and customer satisfaction is exceeded at all times. Growing relationships and presenting services to better their banking experience.

Specialist, Apple Store; Corte Madera, CA — 07/2011 - 06/2012

Seeking root wants and needs from customers then presenting solutions through products and services. While working as a Specialist, I was given the opportunity to go beyond my position and be a part of the Workshop Team. This team is dedicated to providing community classes on various requested topics.

Education

Sonoma State University:

Wordpress Development and Marketing Certificate - 03/2016

Skills

Patient, High Attention to Detail, Effective Multitasking, Eager to learn new things, Computer Intermediate, Call Center Experience, Tactful, Excellent spoken and written communication, Critical Thinker, Organized, Problem Solver, Team Player, Determined to Succeed Work Ethic, Works Well under Pressure, Loves People.
