

Matthew J Herbert

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Eager candidate, current college student, with extensive experience in customer service and salesmanship. Possesses mechanical proficiency. Seeking an entry level+ position with a socially sound organization where I can contribute to the success of the company & continue to gain experience & personal growth.

Skill Set

- Superior customer service skills. Ability to quickly engage and build rapport with customer.
- Excellent salesmanship. High focus on providing customers/ guests a positive experience to secure brand loyalty.
- Computer, POS system, register & other tech device proficiency. Wide range of experience in fundamental & advanced mechanics, extensive tool knowledge.

EXPERIENCE

Pizzeria Omaggio

- Head server/Bartender, responsible for less experienced servers in addition to training new hires
- Fitting into a customer service role as necessary, handling customer complaints and answering questions
- Extensive knowledge of full menus, including preparations for certain foods and drink.

- Expediting, packaging and operating POS Systems for to go, and walk In customers
- Handling multiple tables as well as bar customers as needed in addition to others duties
- Greeting and familiarizing new customers to different foods and drink

Garage Door Guru Charlotte - *Technician*

2012 -2024

- Experience in all phases of garage door sales, installation, repair service & maintenance. Excellent ability to engage customer, assess problem, offer solution, & upsell & close sale where appropriate
- Responsible for maintaining and fueling company vehicle.
- Attends morning team meeting, loads trucks with proper tools, supply and inventory.
- Responsible for directly contacting customers to coordinate repair and installation appointments at residential job site.
- Responsible for negotiating work to be executed, fulfilling customers requests, collecting & processing cash & credit card payments

Cardone Cucina Catering - *Deliveries & on-site venue set up*

2020-2023 -hours when requested/needed

- Responsible for delivering high end, large Charcuterie arrangements & boutique catering
- onsite set up of menu; ie chafers, fuel etc for table display
- Responsible for presenting hot and cold food menu, incl chafers & fuel, large platters and a variety of serving vessels
- Responsible for providing fast, professional set up of chafers, fuel, large platters, flowers, decor etc.
- Confirmed order accuracy & client satisfaction upon completion

- Experience & proficiency in many phases of preparation, handling and presentation of Mediterranean ingredients and catering supplies & equipment
- Working knowledge of food processors, blenders, gas range & oven. Ability to safely utilize professional knives in chopping and other preparation

Harris Teeter, Ballantyne, Charlotte — *Cashier*

August 2019- Jan 1 2020

- Front end check out cashier - responsibilities include greeting customer, processing product selections using register system, bagging groceries, processing cash or credit payments
- Parking lot cart retrieval - Quickly and safely navigate large parking lot, collect & corral shopping carts
- Responsible for cleaning and sanitizing register station, and various locations throughout store as directed

EDUCATION

Central Piedmont Community College *Currently Enrolled*

- Coursework in Business Administration
- English, Statistics, World History

Ardrey Kell High School, Ballantyne NC— *High School Diploma*

September 2016 - June 2020

Activities & Accomplishments

ROTC 2017, 2018, 2019

ARDREY KELL WRESTLING TEAM

VARSITY 2019, 2018, 2017, 2016

JV 2016, ALL CONFERENCE CHAMPION 2019

NC STATE FINALS QUALIFIER