

Matthew Joseph Sanders
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EXPERIENCE

Apple

Operations Specialist - Third Street Promenade, Santa Monica, CA

Oct 2024 - Present

Specialist - Third Street Promenade, Santa Monica, CA

Jul 2022 - Oct 2024

Honing navigation within organizational frameworks of one of the most valuable global brands

- ✦ Drive business intros and conversion of business leads, Maintain 90+ Net Promoter score in feedback surveys, Led consecutive fiscal years in top 5 of 110+ team members in business introductions and converted leads, Led Q3 FY2024 in converted business leads
- ✦ Selected to Collaborate with managers to Develop Talent in team members towards Driving Results within Business at Apple, and to Collaborate with creatives to present and perform in Apple Camp events
- ✦ Refined Management of Complex customer and team interactions through Managing Conflict, keeping Resilient, and heightening Focus on the Customer, while developing Tech Savvy from troubleshooting customer and employee devices and software
- ✦ Remain Action-Oriented towards Managing Ambiguity of constantly-evolving operational processes, and towards Situational Adaptability by pivoting to provide fluid support to customers, team members, leads, managers, or store.
- ✦ Utilize Interpersonal Savvy to Communicate Effectively and Build Effective Teams, by building positivity around sharing and receiving feedback among team members to Ensure Accountability
- ✦ Nimble Learning during downtime of brand products, services, and innovations Using learning Resources to gain Business Insight

Blue Bottle Coffee

Barista - Abbot Kinney, Venice, CA

Feb 2024 - Sep 2024

Broadening skillsets to include food service hospitality associated with third-wave specialty coffee

- ✦ Drive the vision and purpose of specialty coffee, focusing on customer enjoyment

Nike

Athlete, Brand Experience Retail Store - The Grove, Los Angeles, CA

Apr 2021 - Jul 2022

Forging elite retail skills at a high-volume flagship location within a global brand

- ✦ Drive 253% increase of high-rating (5-star) customer satisfaction surveys over previous year, topping 100 in one month, along with monthly averages of 70+ Nike app downloads and 50+ Nike+ membership sign-ups, #1 in the company
- ✦ Selected to Build, Develop, and Collaborate with team members to Optimize Processes and Drive Engagement of presenting features and benefits of Nike services
- ✦ Exhibit Professionalism in order to Instill Trust in leading Nike launches, releases/drops, and store promotion events with high-profile pro athletes
- ✦ Gain Business Insight by practicing Self-Development of world-class Customer Focus, and studying visual brand merchandising standards through a Global retail Perspective
- ✦ Situational Adaptability towards Managing Conflicts of outside-of-Retail-Policy Requests, lack of inventory, and customer dissatisfaction

EDUCATION

Santa Monica College, Santa Monica, CA

2020 - 2022

GPA: 3.47 AS-T Mathematics, AA-T Economics

SKILLS

C Programming, Computer-Aided Design/Drafting (CAD or CADD), Mac (Pages, Numbers, Keynote), Microsoft Suite (Office, Excel, Powerpoint, Word, Teams), Google (Sheets, Docs, Slides, Drive), Slack, Zoom, Webex, English and Spanish Fluency, Conversational French and Bahasa Indonesia, Global Retail Principles, Visual Merchandising, Brand Marketing, Corporate Customer Databases, Social Media Marketing, Marketing Event Coordination, ServSafe Food & Alcohol Safety Standard Compliant, Laboratory Technique,