

# MATTHEW MILLER

## OBJECTIVE

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Seeking a career where I can utilize my skills, knowledge and experience that allows for advancement and growth.

## WORK OF EXPERIENCE

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### October 2015-Current **KidsVax, LLC**

#### *Client Services Coordinator*

- Assist the Controller in Quickbooks transactions posting and reconciliation
- Bank runs, audit work coordination, special reports & analyses
- Follow up on client service calls
- Maintains hospitality, greeter, security, and general facilities oversight
- Provides backup during vacation, sick leave and other time off
- Assist with Worship Leadership and client services for LW seminar presentations
- All other tasks as assigned

### April 2012 – October 2015 **Granite State Management & Resources**

#### *Student Loan Specialist II*

- Provide excellent customer service
- Receive inbound calls and make outbound calls
- Perform Skip Tracing duties in both FSA and Commercial portfolios
- QA skip tracing activity to ensure accurate completion
- Utilize Auto Dialer system to contact borrowers who are delinquent
- Train employees in use of Auto Dialer system
- Conduct training class for use of Auto Dialer for all customer service reps
- Testing for rollout of Federal portfolio in Auto Dialer system
- Testing for Task Master rollout throughout the organization
- Charitable Review Committee member

### March 2007- April 2012 **Citizens Bank**

#### *Banker*

- Customer service
- Meet and exceed individual sales goals and help the branch succeed
- Motivate the team to hit goals
- Create weekly reports for regional manager on goals and productivity
- Help oversee daily operations and sales and provide positive feedback
- Participate in daily conference calls to report goals and sales
- Work on the teller line with colleagues and meet with customers

- Sell bank products and know which product best fits each customer
- Handling large sums of money and balancing at the end of each night

October 2000- March 2007     **Staples**

*Office Supply Specialist/Management Trainee*

- Customer Service
- Oversee department and team to meet customer needs
- Effectively motivates self, department and store team
- Train all incoming associates to be proficient in Office Supply department
- Positioned as “Go To” person for management team
- Oversee associates daily tasks and provide positive feedback
- Management Training Program

*Inventory Associate*

- Perform store receiving responsibilities I.E. *return to warehouse and vendor, receive freight on daily basis, help keep back room clean*
- Perform cycle counts( verifying actual on hand quantities to system on hand quantities) and performing adjustments as needed
- Perform zero balance and low balance to help the In Stock for the Customer program( keeping shelves clean and fully stocked)
- Performing any additional tasks as directed by management team

*Sales Associate*

- Meet all customer expectations and needs
- Resolve customer issues
- Answer all incoming department telephone calls promptly and courteously
- Complete incoming planograms for the office supply department
- Complete any nightly tasks to ensure the store is ready for the next day of business
- Perform any other tasks as assigned by management team

*Additional Responsibilities*

- Money Room(verify cash against receipts for each till daily, identify variances and perform necessary action, prepare bank deposits daily, forecast and order weekly coin needs)
- Manager on Duty(oversee front end and all store operations to ensure customer satisfaction)
- Help in all other departments as needed

## EDUCATION

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1997-2001     Concord High School     Concord, NH