

# Matthew Hughes

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## PROFESSIONAL SUMMARY

Data-driven professional with exceptional leadership, analytical, communication, interpersonal, and presentation skills aimed at customer satisfaction. Proven ability to define problems and offer consultation resulting in optimal solutions. Astute at supporting staff and customers through data analysis, data education, prospect profiling, and master data initiatives. Proficient in MS Word, Excel, PowerPoint, CRM Databases, Computer Databases.

### Quantifiable results in these areas:

| Staff and Vendor Development | Data Analytics | Negotiation | Documentation |  
| Client Relationship Management | Business Development |

Hands-on manager committed to team building with a strong sense of priorities, history of successfully mentoring and coaching staff and vendors to the best of their abilities. Excellent operations and programs management with superior skills in adapting to changing priorities, computing solutions and providing multi-layered support and guidance over multiple projects while garnering excellence and loyalty from all.

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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### COMPANY

#### *Business Development*

00/0000 – Present

00/0000 – 00/0000

- Raised top line sales, 2017 projected sales 1.5 million up from 1.2 in 2016 for centers after calculating P&L between new and current customers; determined focus and rapport building with current customers would facilitate most profitable gain
- Introduced a new market segment to 2017 business, Pipe Fabrication; averaging \$6,000 in GP dollars per fabrication
- Created and nurtured a positive team environment achieving increased growth and customer building rapport and successful solutions

#### *Internal Auditor*

00/0000 – 00/0000

- Oversaw physical inventory and audits for 24 locations
- Analyzed statistical data and created a data-driven image of individual locations before on-site audit; utilized excel queries to gather A/R, A/P, and Payroll data to identify any abnormalities
- Evaluated operational, financial and legal risks to provide simultaneous solutions for customers and company
- Directed the development and improvement of policies and procedures
- Evaluated operational, financial and legal risks to the company
- Provided Quality Assurance through instructional support of inventory, operational and compliance processes
- Led both classroom and small group training seminars on daily operations and point of sale system (POS), Eclipse
- Collaborated with the cross-functional hierarchy on the development of Sales Order Entry training curriculum
- Responsible for orientation training of new manager trainees on Company business model and culture consisting of one-to-one shadowing while traveling to multiple sites
- Developed POS trainings using conceptual outlines before collaborating with the individual center manager to assess specific needs for the site

#### *Operations Manager*

2005 - 2010

- Supervised staff of twenty-eight employees
- Negotiated vendor contracts and arranged prompt delivery of all material
- Responsible for daily operations including invoicing, A/R, pricing, purchasing, inventory control
- Managed warehouse activity including shipping/receiving duties to provide on-time delivery
- Sustained an inventory of over \$1.8 million and 15,000 SKU's
- Researched and analyzed daily review of sales figures and inventory reports, monthly review of P&L statements to identify financial weakness and ensured continued growth
- Established realistic and gainful targets for both purchasing and sales
- Supported the sales management team in initiatives to facilitate the increase of residential and commercial sales

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## PROFESSIONAL EXPERIENCE (CONTINUED)

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### OPERATIONS MANAGER

00/0000 – 00/0000

#### *Company*

- Supervised five employees
- Responsible for coordinating productions and installation teams with the design team
- Recruited, hired and trained production and installation staff
- Purchased and monitored inventory levels
- Oversaw receiving of material for warehouse inventory
- Collaborated in the establishment of new franchise from ground-up

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## EDUCATION

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### **M.E d. Education, Lehigh University, Bethlehem, PA**

- Graduate Assistant, SMART Discovery Center: Designed and constructed science exhibits and daily presentation of scientific principles and applications

### **Bachelor of Psychology, Moravian College, Bethlehem, PA**

- Resident Advisory Rau/Hassler Dormitory
- House Manager, Sigma Phi Omega

