

# MATTHEW WINNER

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## Objective

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As a professional leader with an analytical and meticulous mindset, I am looking to relocate and find a full time position in the financial or marketing industry, with a focus on areas such as market research, financial planning, communications, management consulting, and business development. I am excellent at juggling multiple tasks and working under pressure, while always looking to provide value and improvements by focusing on the big picture and aspects that further the company vision in all situations.

## Skills

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- Excellent Written / Verbal Communicator
- Embracing of Change
- Big Picture Thinker
- Meticulous and Results Oriented
- Strong Leader and Motivator
- Team-Player
- Analytical Mindset
- Microsoft Office
- Sales Force Marketing / Direct Mail Software
- Multi-Ledger Accounting Software

## Work History

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### Director of Marketing and Operations

01/2011 to Current

#### Dale Carnegie Training of Middle East Louisiana

- Director of all weekly B2B marketing promotions with measurable analytics and lead distribution
- Manager of business strategy regarding market research, new market penetration, and overall business growth
- Responsible for achieving a 3X increase of seminar and other business interest generated between 2016 and 2017 with the overall marketing, with over a 50% close rate
- Manager of the corporate website, class listings, descriptions, and overall marketing schedules and materials
- Responsible for financial analysis/strategy, financial entries, reconciliations, invoicing, and payments for all company accounts
- Manager of all class related logistics, communications, and operations for customers throughout each event

### Customer Service Specialist

04/2010 to 01/2011

#### Office Depot

- Critical in helping reduce inventory write off amounts by about 50%, putting our store in the Top 10 for the district inventory count
- Responsible for managing and unloading all morning truck loads to the appropriate sections within the store
- Temporary cashier when the front area was overloaded with customers
- Described product to customers and accurately explained details and care of merchandise
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot

### Dairy and Frozen Food Customer Representative

01/2008 to 01/2010

#### LeBlanc's Food Store

- Stocker and overseer of all frozen food and dairy products
- Direct customer representative to anyone needing assistance
- Temporary front-line bagger when necessary
- Assisted in pricing and tagging items around the store

## Education

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**Bachelor of Arts: Marketing**  
**Southeastern Louisiana University** - Hammond, LA  
GPA: 3.48/4.00

December 2014

**Master of Business Administration (MBA): Business Administration and Management General**  
**Southeastern Louisiana University** - Hammond, LA  
GPA: 3.82/4.00

December 2015

## Continued Education

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### **The Dale Carnegie Course – Effective Communication and Human Relations**

The Dale Carnegie Course will help you master the communication skills necessary in today's demanding business environment.

### **The Advanced Dale Carnegie Course – Skills for Team Success**

Focused on the team, the Advanced Dale Carnegie Course helps one learn how to communicate with diplomacy and tact, build consensus, and build team member engagement.

### **World Class Customer Service**

With an emphasis on the skills needed to build external and internal relationships, this training tackles such issues as how people can partner across functions to exceed customer expectations, resolve complaints, create added value and leverage industry-wide "best practices" to strengthen customer ties.

### **Carnegie Sales Professional Certification - Level One**

## Voluntary Activities

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### **National Bible Quizzer - United Pentecostal Church International**

Bible Quizzing is a ministry that involves a large degree of discipline, memorization, leadership, team-work, motivation, and competition. I was awarded Louisiana Quizzer of the Year in 2011, Coach of the Year in 2015, and now serve as a Quizmaster on a state level.

### **Project 22:39 - United Pentecostal Church International**

Project 22:39 is a movement designed to engage apostolic students in acts of service to their community. During a North American Young Congress in Indianapolis, we packed one million "ready-to-eat" meals for the homeless.

### **Singer at the First Pentecostal Church of Denham Springs**

## Honors

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- Southeastern Marketing Academic Excellence Award (2014)
- College of Business Profit Program for Distinguished Research-Presentation Award (2014)
- Southeastern Louisiana University President's List