

# MATT WILLIAMS

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A natural leader with strong communication and organizational skills; experienced working in dynamic, fast-paced environments; certified in team building, business plan writing, and media relations. An expert in process management, revenue optimization, and strategy development with a proven record of success.

## EXPERIENCE

- 10 years in quality control and customer service
- 5 years in executive administration
- 3 years in retail department management
- 2 years as team leader in retention and satisfaction assurance

## LANGUAGES

English (*native*)

French (*fluent*)

Spanish (*basic*)

German (*basic*)

## WORK HISTORY

**Department Manager** | The North West Company

November 2013–Present

- Short description of job function
- Accomplishment
- Greatest achievements:
  - › Greatest achievement number one
  - › Greatest achievement number two
  - › Greatest achievement number three

**Human Resources Administrator** | YMCA Ottawa

February 2010 – October 2013

- Short description of job function:
  - › Job function number one
  - › Job function number two
  - › Job function number three
  - › Job function number four
- Accomplishment or greatest achievement number one
- Accomplishment or greatest achievement number two

**Tireless Labourer** | Another Workplace

March 2005 – December 2010

- Short description of job function
- Greatest achievement

**First Job Title** | Acme Corporation (*Internship*)

February 2009 – May 2009

- Performed quality control on anvil production line
- Achieved highest accuracy on Road Runner cliff drop tests
- Compiled quarterly reports for Chief Executive Coyote

## TECHNICAL EXPERTISE

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<i>Technical Skill</i>	Java, HTML, List item
<i>Another Skill</i>	CSS, List item, List item
<i>Aptitude</i>	Excel, List item, List item
<i>Capacity</i>	Microsoft Word, List item, List item
<i>Expert-level Ability</i>	C++, List item, List item
<i>Presentation Software</i>	PowerPoint, List item, List item
<i>Databases</i>	MySQL, List item, List item
<i>Communication</i>	Outlook, List item, List item
<i>Social Media</i>	Facebook marketing, Twitter, LinkedIn

## CERTIFICATIONS

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<i>Certified Associate Business Analyst</i>	HIPAA
<i>Business Continuity Professional</i>	DRI Canada
<i>Agile Certified Practitioner</i>	Project Management Institute
<i>CPR Instructor</i>	Ottawa Paramedic Service

## EDUCATION

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**McGill University** | Montreal, Canada 2010 – 2013

*B.A. Political Science & Philosophy, Double Major, GPA: 3.2*

- › Awards or special recognition
- › Achievement or involvement

**Algonquin College** | Ottawa, Canada 2007 – 2010

*Architectural Technology, Honours*

- › Awards or special recognition
- › Achievement or involvement

**All Saints High School** | Ottawa, Canada 2002 – 2009

*First Honours*

- › Awards or special recognition
- › Achievement or involvement