

**Matthew E. Shaffer**

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**Globally Inspired, Locally Invested and Aspiring to Make Cited Work**

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**Skills**

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- Knowledge of long-range planning principles, land use policies and development
- Mapping and data visualization, producing high-quality cartographic outputs for urban planning related decision-making
- Strong leadership skills, self-motivated with the ability to work individually or within team collaborations
- Strong verbal and written communication skills, adept at fostering positive relationships and driving successful outcomes
- Excellent organization skills and the ability to pay close attention to details
- Proficiency in Microsoft Office and ArcGIS Pro

**Education**

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**Major:** BA in Geography, Concentration in Urban Studies and Planning December 2024

**Certificate:** Geographic Information Science (GIS) Certificate

University of Colorado Denver (GPA: 3.69)

**Relevant Coursework**

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|---|-------------------------------------|
| ▪ URPL 5000 Planning History and Theory             | ▪ GEOG 4680 Urban Sustainability    |
| ▪ URPL 5010 Planning Methods                        | ▪ GEOG 4640 Urban Geography: Denver |
| ▪ GEOG 4085 GIS Applications and Urban Environments | ▪ GEOG 4230 Hazard Mitigation       |

**Honors**

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- International Geographical Honor Society | Gamma Theta Upsilon
- The National Society of Leadership and Success

**Urban Planning Experience**

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- Downtown Denver Car-free Streets Assessment | December 2024
  - Conducted pedestrian counts to assess visitor volume and space utilization.
  - Conducted asset inventory to analyze visitor interaction and usage patterns
  - Analyzed collected data to provide professional recommendations for enhancing pedestrian accessibility and usability
- RTD Station Crime Analysis & Safety Assessment | April 2024
  - Integrated and analyzed GIS datasets from RTD and law enforcement sources to assess crime patterns near train stations
  - Processed, refined, and visualized spatial data to produce high-quality cartographic representations for analysis

**Volunteer Experience**

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- Arvada Neighborhood Leader Network | March 2025
  - Liaise with the City of Arvada to represent my neighborhood
  - Apply for grants to fund events and improvements
  - Plan and lead neighborhood events to strengthen community bonds
  - Manage neighborhood communications via social media and community kiosk

## Professional Work Experience

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- **Nissan North America** | *Mobile Technical Support Analyst* Franklin, TN 2011 – 2018
  - Managed invoicing and reconciliation of mobile accounts across North America, ensuring accuracy and timely payments
  - Optimized inventory for company-owned mobile assets, reducing costs and improving resource utilization
  - Provided tech support, resolving all mobile device issues to reduce downtime and enhance productivity
  - Acted as a liaison between mobile carriers and Nissan to ensure daily seamless operations
- **Sprint Wireless Direct** | *Regional Retail Support* Nashville, TN 2006 – 2011
  - Built strong customer relationships by resolving issues and recommending optimized solutions increasing satisfaction and retention
  - Designed training programs to promote workforce development to enhance team performance and customer service, leading to improved sales and efficiency
  - Conducted store performance audits across 15 locations, identifying areas for improvement and streamlining operations
  - Directed in-store merchandising and coordinated monthly sales contests, driving engagement and revenue growth
- **Signature Inn** | *Assistant General Manager* Ft. Wayne, IN 2003 – 2006
  - Spearheaded sales efforts for convention group bookings, increasing revenue and fostering repeat business
  - Developed employee schedules and managed customer service operations, ensuring smooth workflow and high service standards
  - Coordinated special promotions, enhancing customer satisfaction and boosting retention