

MATTHEW ARIKAWA

1500 La Quinta Circle, Upland CA · 626-825-0570

mbt.arikawa@gmail.com

A highly trained and incredibly reliable Sales and Service Specialist with an experienced background in first and last support contact, marketing, and team management. My specialties include but not limited to effective efficiency workflow, scheduling, problem solving and team leading.

EXPERIENCE

JULY 2008 – AUGUST 2015

SALES AND SERVICE MANAGER, CHASE BANK

- Assisted Bankers and Clients with tasks ranging from simple deposits to complex account researching
- Answered phones, relayed messages and assisted in managing high profile accounts
- Maintained branch inventory of office supplies, cash, ATMs, marketing, and more
- Provided world class customer service to any and all persons, customer or not
- Trained staff and made sure they were up to date with current laws and regulations

Reference- Meghan Hawley (909) 592 2747

JUNE 2016 – AUGUST 2019

LEAD ASSOCIATE, BEVERAGES AND MORE

- Maintained inventory and departments including Spirits, Beer and Cigars
- Focused on growing the business in struggling areas and promote a healthy work environment
- In charge of operations when necessary
- Inventory management for assigned departments, special orders and handling of high-end product
- Assisted VIP and celebrity customers with private events and large orders

Reference- Jason Flowers (626) 744-0520

DECEMBER 2019 – AUGUST 2020

SUPPORT ASSOCIATE, PROMOWORKS

- Was not able to work in stores due to COVID shut downs
- Provided Courier service during start of COVID
- Lost Job Due to COVID-19 Pandemic

Reference- Lisa Rucker (864) 261 8952

EDUCATION

JUNE 2006

HIGH SCHOOL DIPLOMA, GLENDORA HIGH SCHOOL

-3.6 GPA Honors Student

AUGUST 2020

BACHELORS DEGREE IN BUSINESS, SOUTHERN NEW HAMPSHIRE UNIVERSITY

-Estimated Graduation in 2023-24

-Emphasis in Entrepreneurship

-Honor Society Member

-Current GPA 3.9 (As of 6/29/2022)

SKILLS

- Highly Adaptable
- Strong Communicator
- Tech Savvy
- Solo or Team Work
- Corporate Level Support and Service Skills
- Excellent Data Analysis

COMMON SKILLS

- Microsoft Office
- Excel
- Powerpoint
- Retail Cashier/Sales
- High Volume Cash Handling
- Data Entry/Analysis
- Typing WPM 40
- Customer Services

CERTIFICATIONS

- First Aid Certified
- Food Handler
- Driver's License Class C
- Muay Thai Trainer Rank II