

Matthew Smithson

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PROFESSIONAL PROFILE

High-energy motivated professional skilled at building strong working relationships with fellow staff, supervisors, and community members. Have a passion for making a difference. Talented superior and strategic planner. Excels at building dynamic teams that achieve continual process improvement. 17+ years of exceptional customer service.

QUALIFICATIONS

Creative problem solver. Sound judgment. Client-focused. Persuasive negotiator. Relationship building expert. Decisive problem solver. Marketing and sales specialist. Motivated team player.

ACHIEVEMENTS

Earned Luck Stone Values Based Leadership Award in 2013.
Had a perfect safety record for 8 years in a row while working for Luck Stone Center.

EXPERIENCE

Facilities Analyst, State Highway Administration; Baltimore MD — 2015-Present
Analyzing current processes and standards. Identify and implement key performance areas to assist various departments reach yearly goals and state mandated requirements. Inventory management. Building team unification through values base leadership.

Lead Yard/Inventory Specialist, Luck Stone Center; Jessup MD — 2006-2015
Developed highly empathetic client relationships and earned reputation for exceeding sales goals. Prepared and sold broad range of customized merchandise to individual and contractor accounts. Operated multiple forklifts, and a CAT14G loader safely, with 0% incident rate. Managed the ordering, receiving and cycle counting of inventory. Create new processes and systems for increasing customer service satisfaction.

Assistant Lead Yard, Zimmerman's Home Center; Burtonsville MD — 1998-2006
Managed ordering and receiving inventory. Maintained friendly and professional customer interactions. Assisted in gathering and moving materials for assigned displays. Scheduled and directed staff in daily work assignments to maximize productivity. Processed and organized orders for contractors.

EDUCATION

High School Diploma 1998
Catonsville High School; Catonsville MD

AFFILIATIONS

Volunteer for Change Maryland/Hogan for Governor campaign 2014