

Boe Mathewson

Contact

Address

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Skills & Software

Microsoft office suite - programs such as Word, Excel, PowerPoint, Outlook, OneNote, Publisher, Skype for Business, and Access Multiple insurance platforms (Progressive, State Auto, Safeco, etc.)

Adobe Creative Suite – Photoshop, Illustrator, After Effects, Premiere, Animate, – logo design, photo editing, business

MIPS assembly language - Skill Intermediate

CSS and HTML

P&C License

Comfortable speaking in front of large audiences, managing special projects, running meetings, etc

I am a diligent worker who exerts great effort and perseveres until a task is accomplished. I am committed to completing tasks. Exceptionally skilled in both problem analysis and diagnosis, as well as self-motivation and dependability. In addition to possessing strong interpersonal skills, I am a creative thinker who can examine a topic from several perspectives. This talent compliments my interpersonal proficiency. I pay great attention to even the slightest of details and am adept at acquiring new knowledge. In addition, I have managerial expertise and experience in a range of sectors, including web design, CSS, MIPS assembly, python, networking, customer service, management, contact centers, and hospitality.

Work History

2020 Current

Front Desk Representative

Holiday Inn Express, Ogden, UT

Responsibilities:

- Run many reports to determine occupied and unoccupied rooms.
- review audit's calculation and compare to bank statement
- Accept calls from customers and help them reserve a room
- Charge fees for third-party bookings and process traces
- Front Desk Duties include guest check-in, service to customers, and key generation
- Security and Maintenance.
- address room concerns and emergency circumstances.

2018 - 2020

Owner/Operator

DGG, Ogden, UT

Responsibilities:

- Replied to multiple customers via email and phone
- Ordered items via the website for customers
- Managed money and stock
- Answer service and customer service questions
- bought items and managed resell of product

2017 - 2019

Call Receiver/AAA Insurance Sales/Dispatcher

AAA, Clearfield, UT

Responsibilities:

- Answer multiple different calls in a fast-paced call center environment
- Navigated multiple system platforms, often quoting dispatching

Languages

Mips Assembly

HTML

CSS

Some Java and Java Script

2015 - 2017

- different Battery and Tow vehicles
- Regularly set goals for high paced call center customer service
- Answer service and customer service questions for members
- selling home and auto insurance to customers
- edit coverage of insurance
- proof read documents

Customer Service Representative

Citi Bank, Roy, UT

Responsibilities:

- Calculating billing and statements over the phone
- Offered Customer service at a high fast –paced call center environment
- Calculating revolving interest and deferred interest balances
- Managing and finding new solutions through data base
- Go over billing Statements and assisting with Fraudulent activity assistance

2014-2015

Supervisor

Home Depot Call Center, Ogden, UT

Responsibilities:

- Scoring and reviewing my teams calls
- Side by Side coaching's
- Fixing and correcting time card issues for my team
- Set up replacements for Major appliance orders through Website system and store systems
- Sold major appliances using different sales methods
- Used multiple systems to place orders and issue refunds to customers
- Placed inbound and out bound calls to members for customer service needs
- Checked on status reports of orders and delivery's

2011- 2014

Technical Service Supervisor

Teleperformance (Google Project), Ogden, UT

Responsibilities:

- Before becoming a supervisor did different duties such as Technical service support for Android Phones
- Helped with Linux based phones
- Scoring and reviewing my teams calls
- Side by Side coaching's
- Fixing and correcting time card issues for my team

2007-2011

Night Manager

Chateaux At Silver Lake (Stein Eriksen Lodge), Park City, UT

Responsibilities:

- Ran various reports of rooms and occupancy
- Ran reports for money and ran night audit
- Took calls for clients and helped book rooms
- Supervisor Duties
- Front Desk Duties
- Security and Maintenance.

Education

2019- Current

Bachelor of Science : computer science

Weber State University - Ogden, UT

I've learned a lot so far at Weber State and I have almost completed everything to achieve my associates. I'm hoping to continue till I receive my bachelor's degree and the school. I have learned skills such as web design, HTML, CSS, assembly through MIPS and much more

High School Diploma: General Studies

Two Rivers High School - Ogden, UT