

Matt L. Hall

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EDUCATION

UNIVERSITY OF MASSACHUSETTS BOSTON

2016 - Present (Class of 2021)

Bachelor Of Liberal Arts, English

- Recipient of 6 Dean's List Achievement Awards
- 3.92 Cumulative GPA / 4.0 GPA in English

ROUND ROCK HIGH SCHOOL

1994 - 1998

General Education Diploma

- Selected for Annual Senior Poetry Publication
- Junior Editor For RRHS Spitfire

PROFESSIONAL EXPERIENCE

PLANET SUBARU

September 2012 - Present

ADMINISTRATIVE LEAD / SHOP MANAGER

- Created training documentation for new service advisors and administrators
- Aided in training and implementation of Planet Subaru female technician initiative
- Created e-mail follow-up program including all associated documentation to ensure overall customer satisfaction
- Authored internal proposals to improve customer experience
- Lead a team of 18 automotive technicians to achieve daily, weekly, monthly and yearly service goals
- Training, mentoring, and leadership of new automotive associates
- Achieved and exceeded service revenue goals in excess of \$308,000 monthly
- Monitored CareConnect online service schedule appointment program
- Monitored warranty administration program procedures for accuracy and fraud prevention
- Performed quality control for internally generated sales invoices

HAWTHORNE FREELANCE SERVICES

June 2010 - Present

OWNER / OPERATOR

- Created press releases, business-to-business sales documentation, and direct-to-consumer sales copy for both print and web applications
- Collaborated with other business owners to create, revise, and edit existing copy for impact and tone

SOUTH SHORE POOL SUPPLY

March 2010 - September 2012

SERVICE MANAGER

- Lead a team of 16 technicians
- Achieved a record \$1,000,000 in overall service revenue for 2011 fiscal year
- Managed geographic service routes and client scheduling for efficiency
- Authored and installed South Shore Pool Supply Service Department Disciplinary Policy
- Authored and implemented South Shore Pool Supply Policy and Procedures Manual
- Created training documentation for new service technicians

- Monitored internal invoices for quality control

BRIDGESTONE/FIRESTONE DBA EXPERT TIRE

November 2005 - March 2010

Store Manager / Manager, Vehicle Services

- Collaborated on the creation of an inbound telephone sales script
- Lead two separate teams of 6 and 8 service technicians to achieve daily, weekly, and monthly car-count goals
- Achieved \$1,200,000 in total revenue for years 2008 and 2009
- Hired and trained new service technicians
- Established daily, weekly and monthly goals for all departmental managers
- MasterCare Customer Service Award 2005 and 2006

TECHNICAL EXPERTISE

Microsoft Office Suite & MacOS/iOS Office Suite, Adobe InDesign, Google suite, automotive repair, academic writing, multimodal content creation, MLA &APA citation styles, website design and implementation, project management, leadership, management

OTHER INTERESTS/HOBBIES

Fiction writing, poetry, technology, dogs, health and fitness, Apple products, computer programming