



NAME:

Matthew

COUNTRY:

United Kingdom

INTRODUCTION / ABOUT ME:

Results-driven and customer-focused professional with a robust background in customer service and relationship management. With extensive experience in handling diverse communication channels, I excel at managing incoming calls, emails, and chat messages to ensure exceptional service standards. My proactive approach and strong problem-solving skills enable me to respond efficiently to customer inquiries, maintaining high levels of satisfaction. Passionate about sustainable urban transportation, I am dedicated to contributing to the revolution of urban travel by building and nurturing lasting relationships with customers, service providers, and partners. Adept at working with a global team, I am committed to exceeding expectations and delivering outstanding support.

WORK EXPERIENCE:

Sales Partner - GoDastak

September 2024 - Present

Location: London, United Kingdom

- Conducted outreach and cold calling to local businesses to establish connections and promote GoDastak's services, expanding the client base.

Qualified Sales Distributor (Team Leader) - Utility Warehouse

January 2023 - Present

Location: London

- Introduced and promoted Utility Warehouse's bundled utilities, successfully gathering 117 homeowners and tenants.

- Recruited new customers through networking, referrals, and a direct marketing strategy utilizing a third-party energy and utilities comparison website with pay-per-click advertising.
- Assisted new customers in setting up their Utility Warehouse accounts through remote presentations, including selecting desired services and establishing direct debits.

A&R and Marketing Assistant (Internship) - Music Gateway

September 2015 - December 2015

Location: United Kingdom

- Identified and researched emerging artists, attended live shows, and reviewed demos to discover new talent.
- Supported and maintained communication with signed artists throughout their development.
- Coordinated album projects, scheduled studio sessions, and liaised with music production stakeholders.
- Assisted in developing and implementing marketing campaigns for artist releases across various platforms.
- Managed databases containing contact information and music catalog details for operational efficiency.

Visitor Assistance - Artisan People Agency

November 2021 - August 2023

Location: London

- Welcomed guests at the entrance and provided a friendly introduction to the museum or gallery.
- Provided information about exhibitions, facilities, museum rules, and event schedules.
- Handled ticket sales at the entrance and managed membership inquiries.
- Conducted guided tours for visitors, offering insightful commentary and answering questions about the exhibits.
- Served as a point of contact for visitor inquiries, assisting with directions, exhibit information, and other needs.

Sales Advisor - Fenwick

September 2016 - January 2020

Location: Kingston

- Welcomed and assisted customers in selecting footwear.
- Educated customers on shoe features, materials, and care instructions.
- Suggested shoes and accessories tailored to customer needs and preferences.
- Measured feet and provided fitting support.

EDUCATION:

- Music Production (2:1), Academy of Contemporary Music, Sep 2014 - Aug 2016
- GCSEs, Gunnersbury Catholic School, Sep 2010 - Jun 2012

SKILLS:

- Digital Marketing
- Microsoft Office
- Google Sheets
- Telemarketing
- Social Media Management & Marketing
- Email Marketing
- Google Ads Campaigns
- Affiliate Marketing
- English
- Portuguese
- Spanish