

MATTHEW L. WATERS

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CAREER OBJECTIVE

To accept a position that provides an environment for sharing my broad experience in the various aspects of Operations, Production and Project Management. I work well with marketing and production groups as well as customers and can gladly negotiate solutions to achieve the needs and goals of each for the benefit of the entire company.

SUMMARY OF QUALIFICATIONS

- Made significant contributions at several small companies prior to rapid expansion within their market. Being part of rocket-like growth allowed me to gain a vast amount of experience in all aspects of business management and production work flow. I have expert knowledge in consultative sales, project management, account management, customer service, operations, purchasing and quality systems.
- Over twenty-five years experience in print production and computer hardware and software production including creating business operational procedures, product costing, component sourcing, purchasing raw materials, documentation and final release of consumer products.
- Key member of ISO certification teams. Responsible for writing many front-end procedures including customer service, pre-press, sales and billing as well as quality control audit procedures.

PROFESSIONAL EXPERIENCE

MarketPartner (American Fork, UT: 08/07 – Present)

Director of Print & Mail Operations

- Responsible for production and mailing of all B2B and B2C orders. Manager of vendor selection and relations. Accountable for product pricing and procurement costs and the integrity of reporting data and daily WIP reports.
- Managed process of sending all customer orders to print for shipment or mailing and monitoring production status and delivery performance. Work with internal customers in account management to answer customer questions regarding order status and facilitate any requested changes to the orders already in process.

Osmose, Inc. (Utah, Wyoming, Idaho & California: 07/2006 – 08/07)

Foreman

- Responsible for running a utility pole inspection and treatment crew. Oversaw ground line inspections on distribution and transmission power poles.
- Responsible for quality and safety procedures, company property, hiring crew members and meeting production goals. Took crews on location to different areas. Input data into various computer systems for Osmose and the customer (Rocky Mountain Power, Pacific Gas and Electric).

RAM Offset Lithographers (Oregon: 06/2004 – 07/2006)

Sales Executive

- By leveraging strong personal relationships I was able to successfully transition the Sony account to RAM Offset. The result was a 20% increase in overall sales to the company; my personal sales averaged a profitability of 50%. Responsibilities included print sales, account service, cold call and account development.
- Instrumental in making the transition from hand written (paper) communication to electronic estimates and job tickets.

CDS Publications (Oregon: 09/1991 – 06/2004)

Senior Sales Representative

- Directly responsible for over \$7 million dollars in print sales in 2001 and 2002, over \$6 million in sales for 2003.
- Consulted with customers to find solutions that met the needs of both the customer and the financial goals set by the production team. By understanding the needs of both groups I was able to increase profitability on the Hewlett Packard account by 21% in less than four months.
- Experienced with all phases of print production. Responsible for managing the customer relationship and winning new business with each customer, major accounts include Hewlett Packard, Autodesk, Sony, and Technicolor (Microsoft Xbox games). I consistently received the highest marks in vendor reviews with my customers for overall value (service & cost).

Customer Service Director

- Established and organized the customer service department from the ground up including developing and writing department procedures, establishing departmental systems and hiring staff.
- Responsible for sales, customer and production interaction and price negotiation.
- Provided daily operation and planning for the department and was a key member of the ISO implementation team. Responsible for writing and reviewing procedures necessary for ISO certification.

Professional Lithographers (Provo, Utah: 1988-1991)_

Customer Service Representative

- Assisted customers in establishing specifications to meet their individual print requirements. Wrote request estimates, established pricing for print projects, planned projects, wrote job tickets and performed press checks on all projects. Completed WIP reports outlining daily production requirements for each job. Provided billing and cost analysis on all projects. Major accounts included Autodesk, Apple Computer and Novell Inc.

Novell, Inc. (Provo, Utah 1983 - 1988)_

Documentation Release Coordinator

- Responsible for the NPD product release process, coordinate between NPD product managers and corporate operations to assure that all components of a product were purchased and properly documented prior to first customer ship.
- Planned and administered entire bill of material development process for each product released. This included initial costing for cost accounting. Responsible for engineering change order processes along with associated entry into and auditing of the MRP system.

Documentation Auditor

- Analyzed internal engineering change orders (ECO) and product release documentation for consistency and for determination of its ability to be useful in the production environment. Responsible for ECO document sign-off for production, quality and technical service and support.

Service Technician

- Responsible for telephone support with the main emphasis on hardware problems and configuration and responsible for RMA inventory.

EDUCATION

Graduated Provo High School, Provo, UT

Studied Political Science, History and General Education at Brigham Young University