

Matthew Belousek

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Areas of Expertise

- Customer Service Management
- Client Satisfaction Enhancement
- Team building and Training
- Staff supervision and Management
- Sales Improvement
- Cost Reduction Strategies
- Networking and Communication
- Organization and Goal Planning

Professional Experience

Amazon, inc. - HMW1 – Wilmington, IL 6/2020 – current

Dock Manager – Inbound Operations of Amazon Fresh Distribution Center

- Responsible for direct supervision of crews up to 25 associates
- Thorough understanding and execution of daily production goals and metrics
- Checking in and out temperature sensitive shipments
- Inspecting product quality to meet USDA standards
- Performing daily temperature, quality, and inventory audits
- Launched 3 buildings within the site, training 40+ managers and 100+ associates
- Leading safety initiatives and assistance of implementing and coaching new policies
- Development of training programs relating to process paths, problem solving, and equipment operators
- Subject matter expert for inbound processes and standards
- Direct communication with vendors, freight carriers, and retail supply chain managers

Charter Communications Co. – Austin, TX 8/2018 – 11/2019

Technical Support Agent II

- Answering phone in call center as a front of the line contact
- Troubleshooting TV repair, Internet and Phone services
- Billing and generating work orders for existing customers
- Helping to train new staff and team members by leading training classes and groups

Replay Andersonville – Chicago, IL 2/2017 – 7/2018

Server/Bartender

- Building up clientele serving, bartending, hosting events, and promoting events
- Handled high volumes of customers while taking care of the establishment as a whole
- Assisted with hiring and training of new staff members
- Organized events for various nights of the week and special occasions

Ill Forks Prime Steakhouse – Chicago, IL 5/2015 – 2/2017

Server/Bartender

- Ensuring guest satisfaction to perfection in a fine dining atmosphere
- Working with a team to generate sales and productivity
- Assisting with training and development of staff

Penn Station East Coast Subs – Skokie, IL 3/2014 – 9/2015

General Manager

- Hiring, training and management of staff to ensure quality and cost control
- Payroll, accounting, and bookkeeping
- Maintaining proper inventory, cost control, labor pars
- Balancing cash register and safe on shifts
- General upkeep of store, working with contractors and service companies
- Working as a liaison between staff, owners, and corporate managers

Champps Americana – Orland Park, IL 4/2012 – 3/2014

Bartender/Server/Supervisor

- Built up regular clientele serving customers in the restaurant, bar, patio
- Handled high volume food and drink ticket orders with appropriate speed and accuracy
- Hosting, food running, and cleaning as requested by management
- Assisted with scheduling, routing staff appropriately, and food prep as needed

BKF Computer Services, Inc. – Westchester, IL 10/2009 - 6/2012

IT Project Manager

- Administrating projects from start to finish, planning/coordination between clients
- Oversight of two simultaneous installation crews
- Ordering of all essential supplies, tools, and materials needed for jobs
- Phone system installation, configuration, and maintenance
- Small Business server implementation and maintenance

Education

Brown Mackie College – Merrillville, IN 2013

- Business Management

Homewood Flossmoor HS – Flossmoor, IL 2009