

MATT SHEPARD

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Work Experience

Convoy-Customer Experience Specialist (Oct 2021-June 2022)

Convoy is a startup transforming the \$800 billion trucking industry. Convoy launched the digital freight movement with an open and fully connected marketplace for brands and manufacturers to work directly with freight carriers who move truckload shipments throughout the country.

Technology industry and startup experience.

Transportation, and other logistics experience.

Extensive experience in communicating with customers through email, phone, and chat.

Experience working with computers.

Techstreet – Product Support Representative (Feb 2021-Sep 2021)

Techstreet, an ASME business, provides standards and management tools to help business, industry, government, and academic organizations achieve national and international compliance, global competitiveness, and speed to market.

Assist in all product-related needs including order processing, product assistance, account management, order status, product access, billing and payment resolution.

Efficiently resolve and respond to customer needs via phone, email, and chat in a professional, accurate, courteous and timely manner.

Analyze each scenario, ensuring that customer inquiries are handled correctly and follow all company and industry processes, procedures and best practices while assessing downstream impact to mitigate any recurring issues.

Apply active listening, decision-making and conflict management skills to ensure a positive customer experience.

Assume ownership of customer inquiries until resolution is provided to customer's satisfaction.

The Home Depot – Customer Service Associate (Mar 2017-Feb2021)

Built strong knowledge of product line to assist customers in selecting products meeting highly personal needs.

Trained new associates on store programs and policies.

Responded to concerns or complaints of members by taking prompt action, investigating and resolving a wide range of issues.

Political Experience

Actively involved with Turning Point USA for over 3 years by attending meetings, helping with tabling, and with events held on campus.

Worked as a volunteer on the 2018 Kelli Ward Senate Campaign in Arizona by doing phone calls, helping set up events, and driving campaign material around the state.

Actively involved with Junior State of America club in high school.

Took a Speech and Debate class in high school.

Volunteered during the 2012 Presidential/Local State campaign.

Education

Bachelor of Arts: Political Science-Graduated Cum Laude of June 2020

Arizona State University, Tempe Campus – Tempe, AZ

GPA 3.42