

Matthew Tennies

Process Specialist

I'm passionate about process improvement/development. As an IT professional, I've helped develop a team and streamlined processes on a global team leading to over \$300,000 annual business impact and value continuous improvement, work ethic, health, volunteering, and structure.

EXPERIENCE

IT Supervisor / Senior Specialist

[Salesforce](#) Aug 2019 - Present

- Direct operations for the U.S. mobility team that supports 24,000+ end-users; includes full accountability for achieving operational goals, process improvement, and strategic planning
- Lead upgrade automation project and became the product manager supporting the global team. Created \$200,000+ annual cost savings globally through assisting with product creation, UAT testing, bug identification, and continuous improvement
- Spearhead weekly status meetings to convey project plans, timelines, obstacles, dependencies, priorities, and ensure teams are working toward established timelines
- Streamline onboarding for new hires by implementing a training regimen, a new hire checklist, and a mentor system
- Standardize templates and language (e.g., presentations, emails) to ensure consistency across partner and vendor-facing communications

IT Specialist

[Salesforce](#) Feb 2017 - Aug 2018

- Champion M&A, disposal, donation, audit, upgrade, initiatives from end-to-end
- Create and standardize template spreadsheets for the global team. These were used for bulk updates to Salesforce systems
- Designed, authored, and communicated standard operating procedures to identify best practices and service guidelines
- Work cross-functionally with multiple teams including helpdesk, legal, security and more to drive project deliverables for the team and optimize processes

Associate Mobility Operations Specialist

[Salesforce](#) Dec 2015 - Feb 2017

- Managed multiple queues daily in Salesforce Service Cloud to ensure quick problem resolution and customer satisfaction
- Promptly resolved escalations for technical support via phone, email, and cases

MattTennies7@gmail.com

[19519662490](tel:19519662490)

[linkedin.com/in/matthew-tennies-94a74391/](https://www.linkedin.com/in/matthew-tennies-94a74391/)

Phoenix AZ

SKILLS

Project Coordination
Process Improvement
Communication
Leadership
Management
Salesforce
Problem Solving
Prioritization

EDUCATION

Bachelor of Science (B.S.)

[San Francisco State University](#)

May 2015

Business Administration and
Management

Office Manager

Muscle Activation of San Francisco Sep 2014 - Feb 2017

- Field inbound calls from prospective clients to schedule initial consultations and increase clientele/revenue
- Published an employee handbook, new employee paperwork as required by California state employment laws
- Maintained and produced business payroll for all employees through ADP
- Used QuickBooks to create a monthly log and categorize individual expenses