MATTHEW**EVANS**

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**ADDITIONAL INFORMATION** <https://www.linkedin.com/in/matthew-evans0b099299/>

**SUMMARY** Highly enthusiastic customer service professional with 15 years client interface experience with a focus on performing well within established metrics.

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| **EXPERIENCE** |  |
| **May 2022 to Current****10/2014 to May 2022** | **Paycom Specialist II****Paycom** – Grapevine, TXTaking on multiple clients to assist in their company's payroll processes, as well as other modules they may have purchased including benefits, time and attendance, tax profiles (primarily state) and liaise directly with the dedicated departments within Paycom to resolve client issues. Train clients to best utilize their modules for their employees. **Client Escalations Manager****Geek Squad** － Flower Mound, TXTaking 30+ inbound calls daily based around issues with scheduled product deliveries and resolving those issues in the moment to continue customer satisfaction. Being assigned an average of 4 escalations per day concerning problems with orders ranging from incorrect addresses given from retail at time of purchase to delivery teams damaging a customer's homes while delivering or installing various products. In that time, I helped to establish and maintain high metric ratings within the company guidelines and helped to create SOP for my dept. that has found its way into databases used across the company to help resolve issues by keeping agent downtime low. |
| **06/2007 to 05/2014** | **Customer Service Representative****Assurant Solutions** － Addison, TXInbound phone and chat-based support concerning support of extended warranties for companies selling electronics and appliances using various skill sets to determine hardware failure and in turn advocate for repair or replacement of the product. |