**Matthew Shockey**
networking.mailbag@exnomad.com | 865-963-8409
351 Frank Price Blvd, Clinton TN 37716

**Accounts Payable & Office Support**

Resourceful support professional with proven experience in invoicing, account management, and systems administration. Strong in Excel, Salesforce, and business operations—able to bridge data and daily workflow seamlessly.

**Core Skills**

• Invoicing, Order Entry & Deposits
• Financial Records & Reporting
• Excel (Advanced), Power BI, Power Query
• SAP, Salesforce, Microsoft 365
• Vendor & Client Coordination
• Workflow Automation & Data Cleanup
• Front Desk, Email & Phone Support

**Featured Work**

**Excel Demo:** [Programming in an Excel Formula? Yes, Indeed!](https://youtu.be/4Cg607qr8iw)
**Salesforce Overview:** [Complete Map for Salesforce Administrators](https://youtu.be/rTI7uMhx8IA)

**Professional Experience**

**Database Specialist**
**Schneider Electric – Knoxville, TN** | *Oct 2022 – Aug 2024*
Supported SAP data migration. Created Excel pricing app for custom order configurations.

**Salesforce Admin (Freelance)**
*Remote* | *Jun 2022 – Oct 2023*
Automated workflows, cleaned datasets, and created custom reports.

**Application Clerk**
**TN Dept. of Human Services – Knoxville, TN** | *Mar 2022 – Jun 2022*
Handled intake and support for financial aid accounts.

**Customer Account Manager**
**Creative Graphic Biz (Self-Employed)** | *2007 – 2020*
Oversaw client accounts, invoicing, and vendor coordination in a creative services environment. Managed quotes, orders, and deposits.

**Production Operator**
**Dura-Line – Knoxville, TN** | *May 2020 – Aug 2021*
Supported production line and drove process improvements.

**Front Desk Associate**
**Baymont Inn & Suites** | *2018 – 2019*
Processed guest payments, handled billing, and trained front desk staff.

**Education & Certifications**

• **Salesforce Certified Administrator** – Trailhead
• **SAP ERP & SD Training** – LinkedIn Learning
• **Diploma in Microcomputers & Microprocessors** – NRI Technical School

**Software & Systems**

**Business Tools:** Excel, SAP, Salesforce, Power BI, Power Query
**Office Platforms:** Microsoft 365, LibreOffice, Slack, Teams
**Operating Systems:** Windows, Linux, macOS

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