**Re: Administrative Professional**

With a background in business administration, front-desk service, and data management, I offer a blend of hands-on experience and technical skills that promote seamless day-to-day operations.

My recent work includes supporting SAP data migration at Schneider Electric, assisting with inventory control at Mirion Technologies, and helping to implement a new intake system at the Department of Human Services.

These roles strengthened my ability to manage office systems, organize information, and support internal teams with tools and documentation that enhance efficiency. I’m confident in my ability to maintain a well-organized, professional office environment while contributing to broader business goals.

Please see my resume below.

I’d welcome the opportunity to discuss how I can contribute to your team. Thank you for your time and consideration.

Matthew Shockey

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**CORE SKILLS**

* Office Oversight & Personnel Management
* Data Entry & Invoice Processing
* Client Communication & Customer Support
* Workflow Automation & Reporting
* Vendor Coordination & Meeting Room Preparation
* Microsoft Office Suite (Excel, Word, Outlook)
* Power BI, Salesforce CRM, SAP

**EDUCATION & CERTIFICATIONS**

* Salesforce Certified Administrator – Trailhead
* SAP ERP and Sales & Distribution (SD) Introduction – LinkedIn Learning
* Diploma in Microcomputers and Microprocessors – NRI Technical School

**RELEVANT EXPERIENCE**

**Database Specialist**
*Schneider Electric – Contract | Knoxville, TN | Oct 2022 – Aug 2024*
Supported SAP data migration and handled large product datasets.

* Developed Excel-based tools to simplify complex order configurations and reduce manual workload
* Collaborated with departments remotely and on-site

**Inventory Assistant**
*Mirion Technologies – Temp | Oak Ridge, TN | Aug 2022 – Sep 2022*
Assisted with inventory operations for nuclear radiation detection equipment.

* Introduced a stock area coordinate system for inventory management
* Programmed weighing scale to streamline inventory counts
* Followed handling protocols for delicate microchip components

**RELEVANT EXPERIENCE (CONTINUED)**

**Application Clerk & Office Support**
*TN Department of Human Services – Temp | Knoxville, TN | Mar 2022 – Jun 2022*
Supported front-office operations and client intake during a system transition.

* Assisted with office tasks and provided user support for new kiosk system
* Created Excel dashboard to track portal usage and effectiveness
* Developed data extraction and self-mailer system for mailroom efficiency

**Hospitality & Desk Manager**
*Baymont Inn and Suites | Clinton, TN | Jan 2018 – Dec 2019*
Oversaw guest intake, desk operations, and customer support.

* Managed reservations, phone communication, and front desk services
* Assisted with staff training, documentation, and day-to-day operations

**Customer Account Manager**
*Creative Graphic Biz – Self-Employed | Remote | 2007 – 2020*
Managed customer accounts and handled development and production workflow.

* Maintained client relationships, invoicing, and order processing
* Coordinated with vendors to ensure timely delivery and quality products
* Provided customer and technical support

**FEATURED WORK**

* Power Query Demo: [File Listings in Excel & Power BI? Use Power Query!](https://youtu.be/uLAs_IiLAU8)
* Salesforce Overview: [Complete Map for Salesforce Administrators](https://youtu.be/rTI7uMhx8IA)

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