

Matthew Kohl

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OBJECTIVE: To obtain experience relevant to my interest in business with an emphasis in digital platforms and management information systems.

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2022
Major: Management Information Systems

ACTIVITIES:

- Member, TU Association for Information Systems Fall 2018 – Present

EXPERIENCE:

BONEFISH GRILL, Edgemont, PA

Server May 2019-Present

- Take orders from guests in a polished-casual dining setting while maintaining accuracy and consistency
- Provide excellent, attentive service to dining customers
- Provide a pleasant dining experience to my tables and guests
- Effectively multi-tasking in a team environment

Host/To-Go Specialist November 2017 – May 2019

- Assign patrons to tables according to server for a polished casual restaurant of fifty-five tables.
- Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
- Utilize Bloomin' Brands Table Wait System to take reservations online, in person and on the phone.
- Maintain accuracy when accepting and preparing To-Go orders for curbside carryout food.

WAWA, West Chester, PA

Customer Service Associate April 2017 – November 2017

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, or obtain details of complaints.

- Worked in multiple departments as a stocker, cashier, and deli specialist
- Processed 50 - 150 customer orders daily, responded to customer inquiries, and assisted customers with questions and issues
- Worked as a part of a high-functioning team to complete tasks quickly and efficiently

SKILLS AND LANGUAGES:

- Microsoft Office Suite
- Microsoft Excel
- Spanish: Basic Proficiency
- Tableau: Basic proficiency
- Basic experience in HTML and MySQL