

MATTHEW MYRTLE

Goldman Sachs 10,000 Small Businesses Program — Business Client Supervisor

- Seven years – Long Beach City College, 2016 – 2024

University of Southern California — Marketing - Technology Coordinator

- Four years – Los Angeles, CA, 2010 – 2014

EXPERIENCE

Marshall's, Sales/Merchandise Associate Big Bear, CA — October 2024 – Present

- Assisted customers with purchases, inquiries, and product recommendations, delivering friendly customer service and ensuring a positive shopping experience
- Operated cash registers, processed payments accurately, and promoted loyalty programs
- Prepared and stocked merchandise for the sales floor per company standards, organized products by department to maintain attractive displays

10,000 Small Businesses Program — Goldman Sachs, Long Beach, CA 2016 – June 2024
Business Client Supervisor

This position was responsible for all logistics related to program delivery, and handles program such as reports, applicants process, and in-class room experience. Customer service facing role , assists participants with request , questions and support.

- Coordinated and interacted with a diverse range of small business owners, enhancing their engagement with the program
- Managed the Salesforce system and provided support for social media, email CMS, and web-based recruitment solutions.
- Delivered programs effectively, ensuring smooth operations and participant satisfaction
- Set goals and achieve the target goals of obtaining applicants
- Single point of contact for client intake—explain and present procedures and services eligibility requirements
- Interpret and implement policies and procedures to ensure program operations and services comply with the funder and goals
- Supported and oversaw events and workshops, enhancing participant engagement and learning experiences
- Implement marketing, promotional and outreach activities
- Stay current with small business economic development news
- Provided administrative and database support, streamlining operations and improving data management
- Managed a dozen student workers
- Maintained social media accounts and program website, ensuring accurate and timely information dissemination

University of Southern California, Los Angeles, CA
Marketing - Technology Coordinator

2010 – 2014

Responsible for content management, coordinating communications across multiple USC departments, and maintaining the procurement Website including administering SciQuest procurement software to streamline purchasing processes and improve efficiency.

- Maintained and built from scratch online forms for requisitions and purchase orders
 - Troubleshoot issues with the USC online eMarket and vendor solutions, ensuring smooth transactions and vendor satisfaction
 - Resolved issues with purchase orders to ensure accurate processing and timely delivery
 - Created workflow scenarios to user-test our vendor relationship software
 - Maintained Business Services websites to ensure up-to-date information and user-friendly navigation
 - Updated content through the USC CMS system
 - Created online surveys using a service called Qualtrics
 - Provided marketing services for USC's five departments of Business Services, enhancing departmental visibility and engagement
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Areas of Expertise

- E-mail Marketing
- Relationship Management
- Client Relationship
- Web-based solutions
- Recruitment

Skills

- Business Programs: Microsoft Word, Excel, PowerPoint, Co-Pilot, Entire Office Suite
- Social Applications: X (Twitter), Social Audio
- CRM Database Software: Basecamp, Salesforce, SugarCRM
- Customer Support Software: Zendesk (ticketing, Agent Workspace, Copilot) — Zendesk Agent Practitioner badge in progress (Zendesk Academy)
- Third-Party Software: Zapier, MySQL, Blockchain, Discord, Telegram, ChatGPT, Crypto Currency, and Wordpress.
- E-mail Third-Party software: Constant Contact, MailChimp

EDUCATION

B.S., Business Administration/CIS emphasis
California State University, Dominguez Hills, CA, 2003

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