

Matthew P Lambert

Education

University of Vermont Grossman School of Business, Burlington, VT
Pursuing Bachelor of Science in Business Administration, Marketing Concentration
Minor in History (fully satisfied prior to transferring school)

Champlain College, Burlington, VT
Received Bachelor's Degree in Business Management,
with a Certification in Project Management/Human Behavior.

Work Experience

Vermont Systems, Essex, VT (2021-Present)
Advanced Software Support/Implementation Specialist

- Responsible for diagnosing and fixing various issues tied to the manner in which our customers set up the software that we offer. This can range from figuring out why something is not charging correctly, how to fix transaction postings, help troubleshoot all types of hardware we sell (Topaz Signature Pads, Printers, Credit card Readers, access control scanning checkpoints, etc.) as well as generalized setup issues
- I also implemented advanced recreation booking setups for our customers ranging from setting up ticketed events, building touch POS screen designs, facility/rentals, pass swipe processing, Greens fees and Golf course setup, as well as help to design and improve our customers sales websites.
- Apply systems thinking to all aspects of this job by knowing how all 20-30 components of a given setup tie in together. This allows me to know where the break in the systems logic is and I can then fix the problem from there.
- Provided exceptional customer service to the customers I work with and have many positive testimonials which can be found on my supporting resume website that I built
- Was asked to spearhead our troubleshooting of signature pads that were notoriously hard to setup and work with, and I was able to build my knowledge on these through diving into the issues head first and even reached out to the manufacturer (Topaz) to gain additional resources and became the go-to person for this aspect of our systems hardware integration.
- Responsible for creating educational content for our customers through a topic-based presentation where I demonstrate areas of the system that our customers use; and then follow it up with a Q&A period at the end of the presentation. (Note: These are publicly accessible and I have links to the ones I have done on my website).
- In my role I work in conjunction with our Developers, Product team, and QA team to assist in troubleshooting bugs that are discovered in the system.

Keurig Dr. Pepper, Essex, VT (2018-2021)
Production/Coffee Processing Tech II

- I was responsible for managing an assigned section of the production plant and was responsible for ensuring the machines ran optimally.

- Other responsibilities included doing hourly quality tests to ensure the K-Cups and all other aspects of the production process were to standard so that we produced the K-cups to specifications
- Managed the break schedules for team members of the production lines I was assigned to.
- I was a member of the Engagement team and helped plan and organize a variety of moral improvement projects to help bolster team morale.
- Participated in an overall improvement Kaizen event and was able to significantly reduce our plant safety risk number from 200+ to 12
 - I was responsible for reporting to executive leadership of Keurig Dr. Pepper including the COO, All regional Keurig and Dr Pepper managers and every plant director as well as 2000+ other employees of varying positions.

Leadership Experience

Vermont Systems, Essex, VT

Advanced Software Support/Implementation Specialist

- Became a go-to resource for various areas of our software and helped my team members on their support tickets and broke down what was wrong and how to fix to build their troubleshooting knowledge.
- After only a year working for Vermont Systems, I was promoted to the position I hold now, which came with additional leadership responsibilities. These include the following:
 - I am responsible for being one of our support queues lead and am responsible for ensuring our customers get timely responses to their cases and assign cases as needed to team members of my queue.
 - Responsible for speaking to issues that arise within my discipline area of the system at our weekly full support team meetings.
 - Cross-collaborate with many different teams outside of my direct team and aid in the investigation and building of solutions that later get implemented into the system.
 - Providing coverage for other queues leads, and even my manager at times to ensure all support processes go smoothly in their absence.

Keurig Dr. Pepper, Essex, VT

Coffee Processing Tech II

- Helped my colleagues to improve production speeds while not sacrificing quality all while providing an explanation of what I am doing to fix specific problems. By doing this I can empower my team to be more successful and confident in what they do.
- Learned how to build the Coffee Processing team's grind schedule, flavoring schedule, and staffing schedule by coming in early before my shifts to shadow and learn from my coach who would usually do this process.
- Ensure the team I work with knows the value and worth they bring to the table while also actively challenging them to meet their goals and ambitions to the best I could within the capacity of my position.