Mathew Fritz

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SUMMARY

Bachelor of Business Administration (B.B.A.) graduate with experience serving 20+ customers using a Point of Service (POS) system in an accurate manner, resulting in 5-6 100% scores on Secret Shopper tests. Proven proficiency in Microsoft Office, shown by multiple Microsoft Office certifications. Advertised and organized events such as the GPRC Business Conference, Peace Country Rising Stars, and the SAIT Management Program during my studies.

EDUCATION

Bachelor of Business Administration (B.B.A.) – Management   June 2022
Southern Alberta Institute of Technology (SAIT), Calgary, AB
- Graduated with honours.
- Received the Jason Lang and Louise McKinney scholarships for excellent academic performance.
- Involved in organizing and advertising the Peace Country Rising Stars and the GPRC Business Conference.
- Participated in advertising the SAIT Management program.

EXPERIENCE

Pump Attendant   May 2020 – August 2021 & May 2019 – September 2019
New Horizon Co-op, Grande Prairie, AB
- Performed merchandise & gas transactions for 20+ customers per day through a POS system accurately.
- Provided excellent customer service, resulting in 100% scores on Secret Shopper tests.
- Exceeded job expectations by taking 15+ shifts on little notice and jump-starting 2 cars in our car wash.
- Complied with health and safety measures.
- Received and displayed merchandise, implemented price changes and maintained store appearance.

SKILLS

Programming Languages: SQL, Python, R, VBA, M (power query), DAX
Software: Microsoft Office, Power BI, Tableau, JIRA, Confluence, Microsoft Project, Visio
Soft Skills: Problem solving, verbal and written communication, time management, adaptable, team and individual work, critical thinking, creativity, conflict resolution, multi-tasking, hard-worker
Other: Data visualization and analysis, business analysis and intelligence, project management, agile (Scrum and Kanban), analytical skills, human resources (HR), customer service, point of service (POS) system, scheduling, machine learning

CERTIFICATIONS

Microsoft Office Specialist: Expert (Office 365 and Office 2019)   June 2022
Microsoft Corporation

PROFESSIONAL DEVELOPMENT

Project Management Certificate   December 2022
PowerED by Athabasca University
Human Resource Essentials Certificate   Currently Enrolled
University of Calgary

PERSONAL PROJECTS

Sales Analysis   [Code/Readme](#)   [Dashboards](#)

- Imported, cleaned, and appended (unioned) 185K+ rows of data from multiple tables into a MySQL database.
- Performed analysis to determine KPI's (highest selling products, most sales per state, etc.)
- Created two dashboards using Tableau which allow for filtering and contain multiple visualization types.
- Presented solutions based on findings to help boost sales during down times and for low-selling products.

Customer Churn Analysis   [Excel File/Readme](#)   [Dashboards](#)

- Cleaned and joined data from a CSV file (10K rows) using Excel (functions such as VLOOKUP and IF/AND) which contained multiple spreadsheets.
- Created DAX measures for KPI's (such as Exit customers, credit card holders, churn % per month) and a star schema (including a date table) using Power BI.
- Performed analysis to determine key factors of customer churn (gender, salary, etc.)
- Used Power BI to create two dashboards which allow for filtering and contain multiple visualization types.
- Presented solutions (such as targeted advertising and promotions) based on findings.

Customer Review Sentiment Analysis   [Code/Readme](#)   [Dashboard](#)

- Imported and cleaned CSV file using tm and SnowballC packages in R/RStudio.
- Created a term document matrix from the cleaned corpus using tm package in R/Studio.
- Used syuzhet package in R/RStudio to generate sentiment scores using multiple methods.
- Produced a dashboard using the flexdashboard and Shiny packages in R/RStudio to display the most frequent words and emotions.