



**JESSE MATTHEWS**

Unit 102 – 665 Cook Road  
Kelowna, BC V1W-4T4  
(250) 575-7396  
[jesse@jessematthews.com](mailto:jesse@jessematthews.com)

## EDUCATION

(09/08 – Present)

### **Bachelor of Arts Degree**

*University of British Columbia – Okanagan*

- Studying psychology and linguistics
- Concentrations in psychology and oral/aural Spanish

(09/03 – 04/05)

### **New Media Production & Design Diploma**

*Southern Alberta Institute of Technology*

- Studied graphic design/color theory
- Learned Web Media theory and design
- Developed proficiency in multiple programming languages

## VOLUNTEER EXPERIENCE

(02/11 – Present)

### **Fitness Ambassador**

*H2O Centre*

- Introduce and prepare all newcomers for success in the fitness centre
- Promote and demonstrate a healthy, active lifestyle to all members

(09/09 – Present)

### **Collegium Assistant**

*Trinity Baptist Church*

- Oversee a lounge for university students while creating a welcoming atmosphere
- Resolve interpersonal conflicts as quickly and peacefully as possible

(01/10 – 04/11)

### **Scrabble Club Director**

*Okanagan Regional Library*

- Taught and developed critical thinking strategies, especially related to Scrabble play
- Increased the vocabulary of all participants

(01/07 – 08/08)

### **Web Developer**

*Streams Ministries/Oil Jar Projects*

- Web maintenance for Streams websites
- Enhanced technical problem solving skills

(09/07 – 02/08)

### **Intern Logistics**

*Streams Academy*

- Cleaned dorms weekly, prepared meals and carried out property maintenance daily
- Kept inventory on food stock, planned meals and ordered as appropriate to students' needs

## WORK EXPERIENCE

(11/09 – Present)

### Web Developer

*University of British Columbia - Okanagan*

- Edit/add time-sensitive content to UBCO Athletics & Recreation website
- Enhance technical problem solving skills

(09/11 – 12/11)

### Smoothie Barista

*Jugo Juice*

- Prepared & served various foods/smoothies
- Built interpersonal relationships with customers

(04/00 – 08/11)

### Landscape Designer

*Back to Eden Landscaping*

- Nurtured and pruned various foliage
- Developed personal rapport with clients

(05/05 – 09/08)

### Financial Manager

*Back to Eden Landscaping*

- Balanced and maintained financial books
- Coordinated billing processing and delivery

(04/06 – 06/06)

### Queue Analyst/Trainer

*TELUS Corporation*

- Mentored/trained CSRs on handling calls
- Instructed and looked after new CSRs

(12/05 – 04/06)

### Customer Service Representative

*TELUS Corporation*

- Provided Level 1 phone support and documentation for trouble reports regarding business lines, routers and circuits
- Monitored and guided the repair process

## INTERESTS

- **Languages:** Working ability in Spanish; learning Spanish & French
- **Music:** RCM-trained pianist and tenor vocalist
- **Athletics:** Certified soccer official

## SPECIAL ACCOMPLISHMENTS

- On Dean's List @ UBC Okanagan for 2008/2009, 2009/2010 and 2010/2011
- Nominated for the Golden Key International Honour Society in 2011
- Graduated from SAIT's New Media Production & Design program in the top 5 percentile of all students
- Currently one of the top 10 competitive Scrabble players in British Columbia

References available upon request.