Matt Couture BSN, RN

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Mount Pleasant, South Carolina, United States Hospital & Health Care

Previous positions

Support Analyst at Student Transportation of America

Telephone Ticket Specialist at Charter Communications

Education

Medical University of South Carolina, BSN, Registered Nursing/Registered Nurse

Background

Summary

A BSN prepared Registered Nurse with a previous life as a technical professional with 7 years of information technology experience used to deliver products and solutions to respected customers. An effective leader with the unique ability to develop, maintain and motivate existing and future peers to positively react to projects and solutions by utilizing technical expertise with superb communication skills.

Experience

Registered Nurse in the Main OR

Medical University of South Carolina

August 2013 – Present(6 years 5 months)Charleston, South Carolina Area

•Completed 6-month orientation within the Main operating room

•Scrubbed and circulated through all services including neurology, orthopedics, general/trauma/transplant, GU/GYN, ENT, and the da Vinci Robot

•Current BLS certification

Support Analyst

Student Transportation of America

August 2011 – December 2011(4 months)Daniel Island, SC

\* Provided desktop support and troubleshooting for all areas of business including finance, accounting, operations and management

\* Insured all Microsoft Updates were compliant with new cloud services

\* Teamed with IT project managers to complete all projects on time

Telephone Ticket Specialist

Charter Communications

April 2009 – October 2010(1 year 6 months)Town and Country, MO

\* Performed highly complex troubleshooting, resolution and support of telephone customer service issues within a 24/7 call center environment for over 9k customers.

\* Initiated and implemented appropriate changes within the telephone switch via TCP/IP.

\* Consistently met company standards for customer support metrics.

\* Teamed with the Information Technology group to support and exceed customer’s expectations when resolving their issues.

Customer Account Executive

Activant Solutions

2007 – 2008

Activant Solutions

• Developed an in-depth knowledge of the Prophet 21 wholesale distribution software packages in 30 days.

• Responsible for the complete sales cycle of Prophet 21 ERP and B2B E-commerce software.

• Consulted with customers in several states regarding their purchase and implementation of hardware and software upgrades for their existing ERP software solutions.

• Educated customers on the ROI of newer technology with a SQL server platform and the value of purchasing add-ons / peripherals to enhance the productivity of their existing solution including a fully integrated web-based storefront.

• Defined the business and technical requirements for the customer’s existing business processes to include: inventory, reporting, work orders, piece part kit assembly, security, web sites, e-commerce and messaging. Delivered the requirements to the implementation team and followed up with the customer.

• Worked with Activant’s software development, core architecture, inside sales, customer support, and implementation team lead to identify areas where tighter integration and incremental enhancements to the Prophet 21 product line would best service the customer.

• Studied current product and industry trends to help create the vision for the next generation of the Prophet 21 product line including DocMan, an imaging solution for document management.

Factory Sales and IT Manager

Moncure Plywood LLC

2005 – 2007

• Managed IT implementations, repairs and upgrades for all new and existing hardware and software components.

• Responsible for data security, training and support for all areas of PBS ERP system.

• Worked with 20 purchasing agents totaling $30 million annually through existing client base, prospecting, and reestablishing dormant accounts.

• Teamed with quality engineers and technical directors to develop new products to meet specific customer requirements.

• Sales exceeded the production capacity for the mill.

Bar Manager

Pat's Bar and Grill

2004 – 2005

• Point of Sale administrator and trainer for 20 person staff.

• Managed profit and loss statement for all beverage forecasting, purchasing and sales.

• Managed suppliers and vendors to develop the ideal product mix.

• Implemented multi-node wireless access point for installation and maintenance of fantasy sport kiosks.

Recommendations (1)

Contractor

WAN Technologies

2004 – 2004

• Conducted a market analysis to provide a foundation for future customer acquisition and to develop more competitive pricing.

• Completed Cisco and 3Com product classes and mastered technical manuals for Cisco and 3Com technologies.

Specialty Sales Associate

The Home Depot

2003 – 2004

• Provided solutions for professional contractors within the building materials and garden center.

• Worked with Home Depot’s Point of Sale and ERP System, Special Service System, IMA Cart, Special Order System, Inventory Management System and completed training for 7 departments.

• Achieved monthly sales quota.

Sales Consultant

Palmetto Ford Inc

2002 – 2002

• Achieved sales quota by utilizing effective negotiating skills and improving customer satisfaction.

• Consistently ranked in the top tier of all Customer Satisfaction Input surveys.

• Conducted financial negotiations to provide win-win solutions for the buyer and the seller.

• Completed Ford’s Blue Oval Sales Training School in Negotiation, Sales relationships, Follow Ups and Prospecting.

Business Consultant and Implementation Specialist

Cambar Software

2000 – 2001

• Responsible for business analysis and quality assurance of new Client Server Warehousing system with existing AS/400 Order Management System for multi-node distribution centers of Ingram Micro’s ERP system.

• Interfaced with programmers to ensure clients’ requirements were met.

• Analyzed data errors in Oracle databases with SQL and formed valid conclusions.

• Evaluated existing business processes to develop software requirements.

• Supported customer on site and via phone for all implementation and business application concerns.

• Conducted specialized training for executive and end users’ specific needs.

• Supervised warehouse teams to efficiently tune final processes.

• Managed multiple projects to meet or exceed strict internal and external deadlines.

• Enforced all GUI standards within a Visual Basic environment.

Education

Medical University of South Carolina

BSN, Registered Nursing/Registered Nurse

2012 – 2013

Medical University of South Carolina

University of South Carolina - The Moore School of Business

BS, Management Information Systems, Management

1996 – 2000

University of South Carolina - The Moore School of Business

Skills & Expertise

VoIP

RF Devices

Cedar Point Safari View

CSG Billing System

AS400

Cambar Solutions ERP-WMS

Citrix

EXE Warehousing Systems

Advanced Microsoft PowerPoint

Advanced Microsoft Word

Cisco Devices

Activant Prophet 21 ERP

Salesforce.com

Nortel PSP

PC/Workstation

Windows 95/98/XP/2000/Visa/7

Symbol Bar Coding

ICOMS Billing System

Advanced Microsoft Excel

Advanced Microsoft Access

SQL