

# Matt Millard

613-223-9371 · Ottawa, Ontario · [matthew.richie.millard@gmail.com](mailto:matthew.richie.millard@gmail.com)  
· [www.linkedin.com/in/matthew-richie-millard](https://www.linkedin.com/in/matthew-richie-millard) · [github.com/matthew-millard](https://github.com/matthew-millard)

## PERSONAL STATEMENT

---

I am excited about the Business Development Representative role at Gurus Solutions because it perfectly aligns with my passion for technology and my strengths in building relationships and solving customer problems. My extensive experience in hospitality has honed my skills in understanding customer needs, handling objections, and delivering exceptional service—capabilities that translate seamlessly into a sales role. As a fast learner who is both self-disciplined and highly motivated, I excel at quickly adopting new technologies and software, as demonstrated by my standout performance in a 6-month intensive coding bootcamp, where I achieved a 97% average. I am approachable and friendly, qualities that make me easy to work with. Additionally, a friend of mine who works at Gurus Solutions has praised the company's great culture, further increasing my enthusiasm for the role. I am confident in my ability to integrate smoothly into both the company culture and the role at Gurus Solutions.

## EDUCATION

---

**University of Toronto - Online**

Coding Boot Camp | Feb 2023 - Sept 2023

**SAE Institute - Byron Bay, NSW, Australia**

Bachelor's degree In Audio Engineering | Oct 2008 - Jun 2011

## PROFESSIONAL SKILLS

---

- **Skilled Researcher:** Experienced in independently researching and finding solutions, a skill honed through coding. I am confident that my ability to delve deeply into problems and uncover answers will translate effectively into a sales role.
- **Communication & Collaboration:** I possess strong communication skills and maintain a positive and collaborative demeanor, making me a pleasant and productive team member.
- **Problem-Solving:** Proficient in pinpointing and resolving issues effectively and seamlessly, while maintaining composure under pressure.
- **Continuous Learning & Adaptability:** Eager to embrace new learning opportunities and adapt to evolving technologies and industry trends. Committed to professional growth and development, I am excited to apply my quick learning abilities and adaptability to the SaaS sales field.

## WORK EXPERIENCE

---

**Giulia - Ottawa, Canada**

Feb 2023 – Current

### Supervisor & Server

At this bustling neighborhood pizza restaurant known for its vibrant atmosphere, I oversee front-of-house operations and ensure exceptional customer experiences. Balancing this role with intensive web development studies, I have honed my abilities in multitasking, time management, and effective communication—skills that are directly transferable to tech environments.

- Managed a team of servers in a fast-paced setting, coordinating tasks and maintaining high service standards, comparable to leading a development sprint.
- Addressed and resolved customer inquiries and issues, providing feedback to the kitchen, much like debugging and resolving issues in software applications.

- Implemented organizational changes to improve efficiency and service delivery, demonstrating a knack for process optimization.
- Trained new staff, helping them to integrate into the team and learn the menu, very much like onboarding new team members and bringing them up to speed.

**Self-managed, Semi-Professional Photographer** - Ottawa, Canada

May 2021 – Current

In this self-managed role, I specialize in delivering impactful product and brand photography to elevate the brand presence and enhance marketing initiatives of clients such as Dairy Distillery, Dunrobin Distilleries, Mati, EVOO, Stolen Goods and Bacardi.

- Successfully execute and deliver high-quality product and brand photos that significantly enhanced client marketing efforts and brand presence.
- Demonstrated proficiency in visual storytelling, effectively translating brand messages into compelling visuals that increased engagement and customer interaction.
- Cultivated and maintained strong client relationships through excellent communication, a deep understanding of client needs, and a consistent record of meeting project deadlines.
- Oversaw all business aspects, including client outreach, budgeting, scheduling, post-processing, and delivery, ensuring seamless project execution from inception to completion.
- Collaborated with brand managers, designers, and marketing teams to ensure alignment with brand identity and desired messaging, contributing to coherent and effective brand representation.
- Proactively adapted and mastered new photography techniques and tools, showcasing a commitment to continuous skill improvement and delivery of cutting-edge visual content.
- Optimized client images for web and print, ensuring optimal presentation and user experience across diverse platforms.

**Bar Swift** - London, England

May 2018 – March 2020

**Senior Bartender**

In this globally recognized establishment, I was instrumental in elevating the bar's reputation and rank through inventive menu development, supreme cocktail crafting, and exemplary customer service.

- Enhanced Bar Swift's global standing, contributing to its rise from the 41st to the 33rd position among the world's 50 best bars through consistent delivery of top-quality beverages and superior service.
- Led inventive menu development and introduced acclaimed cocktails, receiving outstanding customer feedback, and fostering guest loyalty.
- Represented Bar Swift in international bar takeovers and events, collaborating with prominent brands such as Belvedere, Beefeater, Havana Club and Grey Goose.
- Upheld exceptional service standards, resulting in high customer satisfaction and repeat business.