**Matthew P. Rasband, MBA-***Operations Leader*

Pleasant Grove, UT, 84062 Phone: (801) 836-8497

[LinkedIn Profile](https://www.linkedin.com/in/matt-rasband-leader/) Email: [rasbandmatt@gmail.com](mailto:rasbandmatt@gmail.com)

PROFESSIONAL PROFILE

Competent professional with extensive experience in change management, operations control and motivational leadership.

KEY QUALIFICATIONS

Garnered a reputation as a 'go-to' resource when results are needed, recognized for a unique blend of thought leadership, innovating ideas, inspiring individuals, business support, and planning. Optimizes results through stringent operations and people management, creating efficiencies and supporting process-driven teams across critical path operations. Builds trust by partnering and empowering individuals to contribute and achieve goals. History of facilitating progressive growth, seizing opportunities, strengthening operations, improving processes, and elevating output, quality, and satisfaction.

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| SKILLS  🡪 Influential Communicator 🡪Critical Thinker 🡪Confident Decision Maker   |  |  |  | | --- | --- | --- | | Effective Communication | Project Management Lifecyle | Cross Group Collaboration | | Motivational Leadership | Business Growth & Optimization | Research & Documentation | | Instructing & Development  Workflow Coordination | Analysis and Evaluation  Relationship Management | Operations Management  Training & Development | |  |
| CORE COMPETENCIES  **Innovative:** Develops cutting-edge operational strategies that help surpass set goals and establish grounded material to grow the institution impactfully.  **Critical Thinking:** Use resources to make responsible decisions in a high-energy environment, adapt quickly to change, time management, and prioritize tasks to meet deadlines.  **Interpersonal Skills:** Excellent communication skills via email, over-the-phone, and in-person. Maintains professionalism, especially under high-pressure situations. Can positively and successfully diffuse a stressful situation.  **Team-Oriented:** Always optimistic and looking for ways to boost morale with coworkers and customers. Willing to sacrifice to benefit the team. |  |

PROFESSIONAL CAREER EXPERIENCE AND ACCOMPLISHMENTS

**Vice President of Operations, Flagship Homes, Lehi, Utah 08/2015-Present**

* Oversee and manage all departmental operations and employee productivity by leading cross-functional areas and teams as the Vice President of Operations.
* Manage superintendents, warranty specialists, and the purchasing department, build strategic partnerships and conceptualize ideas for business development, amongst other numerous duties.
* Develop actionable business strategies and plans that ensure alignment with short and long-term objectives in tandem with the president by analyzing internal operations and identifying areas of process improvement.
* Control the costs and budgets for all projects and manage an increase in construction projects from 140 to over 300 by fairly allocating all human resources between jobs and duties.
* Ensure effective recruiting, onboarding, professional development performance management, and retention of trade partners in order to accomplish all scheduling goals.

**Purchasing Implementation Manager, Flagship Homes, Lehi, Utah 11/2013-08/2015**

* Successfully implemented a new software system (New Star Enterprise), supported strategic direction, and improved daily best practices and problem resolution to successfully thrive rather than just survive**.**
* Created a purchasing department and provided recruitment support for the department, and developed sourcing strategies and an overall administration of the training system.
* Developed and implemented bids on all plans, options, and products for the pricing in the new system. Exhibited a high level of service and attention to detail in all tasks, serving as a role model for other employees**.**
* Updated and evaluated metrics, assess performance, and implemented enhancements. Ensured that all operations adhered to company laws, guidelines and requirements.
* Addressed and resolved employee problems and disputes on the job in order to ensure they thrived in the workplace and were satisfied with their environment.

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**Drove and Analyzed Business Projects through Prioritization Workflow**

Business Case 🡪 Idea Submission 🡪 Project Prioritized 🡪 Resource Alignment 🡪 Project Initiation 🡪 ROI

PROFESSIONAL CAREER EXPERIENCE AND ACCOMPLISHMENTS

**Co-founder, Flagship Homes, Lehi, Utah 08/2009-11/2013**

* Co-founded a construction company from scratch, and developed business management goals and objectives, tending to the growth and prosperity of the business.
* Supervised employees' work and provided feedback and counsel to improve efficiency and effectiveness and oversaw the construction of over 300 homes.
* Gained experience in funding, land development, and investor relationships, maintained relationships with vendors and suppliers, ensured adherence to legal rules and guidelines, and assessed overall company performance against objectives.
* Kept a tab on the marketplace trends, competitors, and changing customer taste and needs, and collaborated with partners and buyers to sell the company in 11/2013 for a profit.
* Set a new company record by completing a home in 35 days and ensured that the company had the adequate and suitable resources to complete its activities.

**Partner, Solitude Construction, Lehi, Utah 08/2007-08/2009**

* Successfully designed and built over 90,000 square feet of office space and bought and remodeled apartment buildings.
* Aided in building a positive business reputation and handled overall customer service experience by ensuring the company built quality buildings to the customers' delight.
* Created value for the customers and ensuring that the company evolved and changed with time. Analyzed sales statistics to correctly forecast, schedule, and control labor costs.
* Proactively researched industry trends and standards to prospect new business opportunities that drove rapid growth and retained key account loyalty; understood the strengths and weaknesses of rival products/companies.
* Proactively researched industry trends and standards to prospect new business opportunities that drove rapid growth and retained key account loyalty; understood the strengths and weaknesses of rival companies.
* Managed controllable costs to ensure adherence to budget guidelines and expectations and spearheaded the improvement of vendor relationships.

**Sales Manager/Sales Agent, Sundance Homes, American Fork, Utah 08/2004-08/2007**

* Maintained sales staff by recruiting, selecting, hiring, and training employees, as well as counseling and disciplining employees; planning, monitoring, and appraising job results.
* Sold out several subdivisions by identifying emerging market and market shifts while analyzing and composing effective practices on participating in sales calls and high-level negotiation meetings.
* Understood the competitive landscape and market trends and worked closely with colleagues on cross-territory opportunities and other internal teams on marketing materials and case studies.
* Spearheaded marketing activities, including establishing campaigns, placing ads, email marketing, and social media marketing in order to expand the company's customer base and ensure its strong presence.
* Maintained sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.

**Account Manager, Sento Corporation, Orem, Utah 10/1999-08/2004**

* Managed the most profitable accounts: Intuit Turbo and MacAfee Virus Scan, by investigating and determining the needs and wants of those clients.
* Delivered exceptional customer care and identified member trigger characteristics in an effort to drive meaningful revenue and gain repeat clients. Led client strategy review methods, internal and external startup meetings.
* Developed and nurtured client relationships, identified new growth opportunities, proactively sought opportunities to improve client metrics, and analyzed marketing programs regularly.
* Efficiently created schedules for over 200 employees and acted as a point of contact, mentor, and leader for issues regarding accounts and clients.

EDUCATION

**Master of Business Administration, Finance,** Washington State University, 2021

**Bachelor's Degree in Business Management,** Utah Valley University, 2016