

# Matt Fox

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## WORK EXPERIENCE

### bSwift

Sep. 2023 – Present

Operations Analyst II

Remote

- Developed a custom Salesforce Enhancement Suite browser extension to streamline workflow management and task prioritization, improving user efficiency and case handling through integrated UI enhancements and automation. Developed with Visual Studio Code, Google Gemini Code Assist, and ChatGPT.
- Engineered automated Power Automate workflows to monitor and extract vendor emails, automatically saving reports and notifications to SharePoint folders, eliminating manual steps and ensuring real-time team access to critical documents.
- Led a comprehensive process documentation improvement project, updating over 2,300 elements to align with 16 company-standard criteria, enhancing accuracy, consistency, and usability of operational procedures across departments. This standardized our SOP creation.
- Optimized and refined training and technical documentation to enable an offshore team to take over routine, manual processes, freeing up internal resources to focus on complex, detail-oriented tasks and improving overall team productivity.
- Identified and transitioned audit processes to query-based data extraction and automated reporting, reducing reliance on manual custom reports and streamlining audit workflows through query integration and batch scripting automation. Utilizing excel, with v-lookups, pivot tables, and automations to analyze data.

### The San Francisco Giants

Oct. 2022 – Apr. 2023

Senior Recruiter (Seasonal)

Remote

- Partnered with the Head of Talent Acquisition to strategize and execute recruitment plans, successfully exceeding the target by hiring 30+ part-time employees.
- Owned end-to-end recruitment operations including sourcing, screening, scheduling interviews, and negotiating offers to ensure a seamless candidate experience.
- Coordinated and resolved integration issues between Workday and Greenhouse ATS in collaboration with the Workday administrator, improving data flow and recruitment tracking accuracy.
- Delivered consistent, data-driven hiring progress reports and stakeholder communications using Slack workflows and Google Suite, enhancing transparency and decision-making for hiring managers.
- Maintained and updated job descriptions to accurately reflect role requirements, streamlining candidate qualification criteria and reducing screening time.

### TalentHerder

Oct. 2021 – Jan. 2023

Senior Technical Recruiter

Remote

- Served as a pseudo-product manager by gathering stakeholder requirements, identifying bugs, and coordinating solutions with third-party developers to improve TalentHerder's internal software and Chrome extensions.
- Developed and maintained custom Chrome extensions using JavaScript, HTML, and CSS to automate and optimize internal recruiting workflow automation, increasing team productivity.
- Resolved critical infrastructure issues including SMTP configuration, DNS records, and email security protocols, successfully mitigating email deliverability issues and preserving domain reputation.
- Led onboarding processes for new hires and configured email security settings, acting as a partial site administrator to ensure smooth IT access and compliance from day one.
- Delivered training on internal tools and operational best practices, while advising junior staff on workflow efficiency and supporting broader organizational enablement initiatives. Used Notion for documentation.

**Bit Complete Inc.****Aug. 2020 – Oct. 2021**

Recruiting and Business Operations Consultant

Remote

- Proactively designed onboarding and offboarding processes for clients, employees, and contractors, ensuring seamless integration into internal systems, including accounting and HR platforms. Used Zapier to automate forms.
- Managed core operational workflows such as payroll processing, account reconciliation, month-end invoicing, and adjustments with a focus on accuracy and timeliness. Focusing on process optimization.
- Designed and implemented custom forms, including reference requests, candidate experience surveys, and exit interviews to streamline internal documentation and data collection.
- Established salary bands and maintained compensation records, contributing to equitable pay practices and alignment with organizational budgeting standards.

**Edmunds.com****Apr. 2018 – Jan. 2020**

Recruiter

Santa Monica, CA

- Provided operational support to the marketing and client services teams by managing contact databases and ensuring uninterrupted workflow continuity across departments.
- Programmed and scheduled outbound marketing emails using Marketo, including formatting HTML/CSS templates and importing segmented CSVs for targeted campaigns.
- Supported internal knowledge-sharing through the Edmunds University Project, facilitating interdepartmental education and improving company-wide operational visibility.
- Collaborated cross-functionally with marketing and production teams to optimize email campaign execution and ensure alignment with brand standards and deadlines.

**Thumbtack****Jun. 2017 – Mar. 2018**

Technical Sourcer

San Francisco, CA

- Designed and built two custom Chrome extensions—AutoSourcer and Diversity Sourcer—to automate LinkedIn sourcing, improving productivity by 50% on repeatable tasks.
- Collaborated with company leadership on a business intelligence project, analyzing LinkedIn data to benchmark Thumbtack's engineering hiring bar against industry competitors.
- Partnered with Recruiting Leadership and Operations to implement Beamery, identifying workflow gaps, resolving data migration issues, and aligning tool capabilities with sourcing needs.
- Streamlined sourcing workflows by integrating JavaScript, HTML/CSS, and Google Sheets APIs, showcasing self-taught technical skills and driving long-term process efficiency. Used Airtable as a backend.

**Additional Experience**

- Technical Recruiter, Skillz Inc., 2016 to 2017
- Technical Recruiter, Coit Group, 2015 to 2016

**EDUCATION**

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**James Madison University****2014**

Bachelor of Science, Sociology

Harrisonburg, VA

- Minor: Political Science

**CERTIFICATIONS**

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- **Certifications:** CompTIA A+, Credential ID: MSGHQRP6KNQEQEG4