

Matthew Gehrett

PROFILE: High-achieving, recently graduated MPA student with seven years of professional or internship experience in customer service, finance, benefits administration, data analysis, and local government administration.

EDUCATION: **Rockefeller College of Public Affairs & Policy, University at Albany, Albany, NY**
Master of Public Administration, 2012
Concentration: Local Government Management, GPA: 3.97

University of the Pacific, Stockton, CA
Bachelor of Arts, 2005, Magna cum Laude
Major: English, with a minor in Philosophy, GPA: 3.85

WORK EXPERIENCE: **Schenectady County, Schenectady, NY**
Management Intern, 12/2011-5/2012

- Recommended the framework of a successful grant application for electric vehicle chargers, partnering the county with an external contractor to install and maintain the infrastructure and data reporting
- Managed a policy research project for diverting first-time traffic offenders from the municipal courts to a driver retraining program, including analyzing ticket data to forecast the program's volume, proposing a programmatic budget, designing a framework for a tracking database and case-tracking workflow, and strategizing roll-out with internal and external stakeholders
- Assisted County Manager in day-to-day operations, including program analysis, preparing legislative items, and answering incoming calls

Purchasing Intern, 09/2011-12/2011

- Rewrote the County's purchasing policy (pending adoption by both the County and City of Schenectady) reflecting eight years of changes in state and local statute, business rule, and best practice
- Facilitated meetings with departments across the County to discuss changes in procurement rules
- Performed business process analysis of the competitive bid process in the County, and updated the purchasing procedures to reflect changes in policy and practice
- Designed and wrote a new purchasing manual for the County, updating all processes and forms to reflect the new policy

Institute for Traffic Safety Management and Research, Albany, NY
Research Assistant Intern, 10/2010-08/2011

- Developed SAS programs to report traffic safety statistics to New York state and local agencies, including pedestrian fatalities, young driver and passenger fatalities, and bicycle safety equipment usage
- Performed data input and analysis on driver studies conducted by the Institute
- Learned the base SAS programming language and data collection/reporting skills

Ceridian, Schenectady, NY

Client Service Support for General Electric, Schenectady, 10/2009-7/2010

- Led a collaboration of GE liaisons and other contractors to coordinate benefits with Medicare Part D plans for improperly billed prescription drug claims, resulting in the recovery of \$78,000 in Plan Year 2009
- Analyzed incoming data on prescription drug claims to identify opportunities for recovery
- Created and maintained a multi-user relational database application in MS Access to register banking transactions related to pension payments; facilitated user group meetings to elicit requirements, performed workflow analysis, designed reports, and provided ongoing user support

The Commerce Bank of Washington, Seattle, WA
Customer Service/Operations, 05/2008-08/2009

- Received and processed Wire Transfer requests in a high-volume (averaging up to 25 per hour), fast-paced environment, requiring accurate data entry, alertness to potential fraud, and efficiency

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- Performed business process analysis for fax-based wire transfer requests, designing new forms and controls to reduce potential for fraud and loss

WaMu, Seattle, WA

Personal Financial Representative, 03/2007-05/2008

- Opened and serviced accounts and loans in retail banking lobby
- Developed and strengthened client relationships

Senior Teller, 10/2005-03/2007

- Processed customer transactions and maintained exceptional customer service levels

**RELEVANT
CLASSROOM
EXPERIENCE:**

Innovation in the Public Sector, Fall 2011

- Led a team project to design a strategy framework for the New York State Office for Technology to evaluate BYOD adoption policies
- Facilitated weekly meetings with the client group, which evolved from defining their requirements to reporting and refining our work to meet expectations
- Developed tools to analyze a department's security requirements, stakeholders, and capital and human resources in order to make a final policy decision

**AWARDS &
ASSOCIATIONS:**

Member, International City/County Managers Association

Member, Pi Alpha Alpha, National Honors Society for Public Affairs and Administration

Recipient, Rockefeller College Outstanding Intern Award, 2012

University of the Pacific Regents Scholar, 2001-2005