

MATTHEW SESTAK

FACILITIES MANAGER · HEALTHCARE SUPPORT PROFESSIONAL · EVENT COORDINATOR

San Rafael, CA

(415) 374-3669

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PROFILE

Versatile customer service and operations professional with 10+ years of experience in client relations, financial transactions, and team management. Strong background in cash handling, customer interaction, and problem resolution gained through event coordination and facility management roles. Proven ability to work efficiently under pressure while maintaining accuracy and providing exceptional customer service.

CORE SKILLS

TECHNICAL

- ◆ Facilities Management & Capital Improvements
- ◆ Preventive & Corrective Maintenance
- ◆ Vendor Negotiation & Contract Management
- ◆ Healthcare Support & Patient Care
- ◆ Security Systems & Access Control

CUSTOMER SERVICE & RETAIL

- ◆ Cash Handling & Financial Transactions
- ◆ Point-of-Sale (POS) System Operations
- ◆ Customer Relations & Conflict Resolution
- ◆ Product Knowledge & Sales Support
- ◆ Inventory Management & Stock Control

SOFT SKILLS

- ◆ Crisis Management & Problem Resolution
- ◆ Multi-tasking & Priority Management
- ◆ Interpersonal Communication
- ◆ Team Leadership & Collaboration
- ◆ Cost Analysis & Budget Management

PROFESSIONAL EXPERIENCE

Facilities Manager

Jul 2024 - Present

[The Katherine Michiels School](#) · San Francisco, CA

- Execute comprehensive capital improvement plans and annual maintenance roadmaps
- Manage procurement and oversight of third-party construction and janitorial services
- Maintain a safe and conducive learning environment for students and staff
- Troubleshoot and resolve facility maintenance requests with minimal operational disruption
- Provide educational support including classroom coverage and student supervision

In-Home Support Services (IHSS) Caregiver

Apr 2024 - Present

[Public Authority for IHSS in Alameda County](#) · Oakland, CA

- Provide personalized care and support to clients with diverse healthcare needs
- Assist a dialysis patient with appointments, medication management, and daily care
- Coordinate with healthcare professionals and family members for comprehensive care
- Support an individual with autism spectrum disorder using behavioral strategies
- Document care activities and maintain detailed client progress reports

Pest Control Technician

Feb 2026 - May 2026

[Aptive Pest Control](#)

- Serviced residential properties on assigned daily routes
- Inspected properties and identified pest activity
- Managed equipment, supplies, and route logistics independently
- Applied pest control treatments following company and safety protocols
- Communicated with customers and resolved concerns professionally
- Kept reliable attendance through long, physically active shifts

Security Coordinator

Jul 2024 - Jan 2025

[The Boom Boom Room](#) · San Francisco, CA

- Managed venue security operations and access control systems
- Coordinated large crowd management ensuring safety and customer experience
- Applied incident management and conflict resolution in high-pressure environments
- Maintained detailed incident reports and security protocols

Entertainment Promoter & Event Coordinator

2014 - 2024

[Self-Employed](#) · Humboldt County, CA

- Planned, developed, and marketed diverse entertainment events across disciplines
- Coordinated theatre productions, live music, dance events, and sports activities
- Developed budget management and financial planning through independent operations
- Managed event logistics: venue coordination, talent acquisition, and marketing
- Built and maintained a network of vendors, artists, and venue partners

Cashier & Point-of-Sale Associate

2010

Home Depot

- Operated POS systems processing high-volume transactions (50,000+ items)
- Provided product information and customer service for home-improvement materials
- Processed returns, exchanges, and special orders; balanced daily cash registers
- Handled cash, credit card, and check transactions with accuracy and efficiency
- Maintained detailed knowledge of store inventory, pricing, and promotions

CERTIFICATIONS & TRAINING

- ◆ **OSHA 30 Construction** — OSHA Outreach (USF), 2026 **CERTIFIED**
- ◆ **First Aid / CPR / AED** — American Red Cross, 2026 (valid to 2028) **CERTIFIED**
- ◆ **MEWP Operator Training** — Scissor Lift & Boom Lift **IN PROGRESS**
- ◆ **Forklift Certification** — CERTUS, 2026 **CERTIFIED**
- ◆ **IHSS Caregiver Certification**

EDUCATION

Coursework toward Bachelor of Arts in History (*Senior status achieved*)

2006 - 2008

[Sonoma State University](#)

Associate of Arts Degree in History

2005

[Santa Barbara City College](#)

VOLUNTEER & COMMUNITY INVOLVEMENT

- ◆ **Marin / San Francisco Food Bank** — Support food distribution programs serving underserved communities.
- ◆ **Toni's Kitty Rescue** — Assist with animal care and adoption programs.
- ◆ **Mindset Journey Wellness Programs** (services exchange) — Provide handyman services in exchange for mindfulness, breathwork, and meditation training; developed a holistic approach to stress management.

ENTREPRENEURIAL INITIATIVES

Business Development Cohort Member

2024 - Present

- Collaborate with an entrepreneur network on innovative initiatives
- Apply creative problem-solving and project management to emerging opportunities
- Focus areas: waste retrieval & recycling, brain-health tech, micro-protein development

ADDITIONAL QUALIFICATIONS

- ◆ Valid California Driver's License
- ◆ Experience with diverse populations and cultural sensitivity
- ◆ Flexible schedule — weekends and evenings
- ◆ Strong attention to detail and commitment to quality

References available upon request.

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