

# MATT NELSON

matt@mattnelson.works | Eugene, Oregon

## Professional Summary

Public service and operations professional with experience in program operations, workforce development, organizational administration, stakeholder engagement, policy research, and process improvement. Skilled at coordinating cross-functional initiatives, improving operational systems, supporting staff and program delivery, and translating complex information into practical guidance across nonprofit, healthcare, workforce, and public-sector contexts.

## Education

### University of Oregon - Eugene, OR

*Master of Public Administration | August 2026*

- Completed graduate coursework in public policy analysis, public financial management, research methods, GIS/ArcGIS Pro, and organizational management, applying analytical frameworks to public-sector challenges.
- Conducted applied research and policy analysis for Lane Workforce Partnership and Lane County HHS, synthesizing quantitative and qualitative data into evidence-based recommendations presented to workforce, nonprofit, and government stakeholders.

### Portland State University - Portland, OR

*Bachelor of Science in Social Science | August 2024*

## Relevant Experience

### Connected Lane County - Eugene, OR

*Technology Coordinator | October 2024 - June 2026*

- Managed organizational technology and operational systems for a workforce development nonprofit supporting staff, programs, and service delivery across multiple locations, coordinating projects, vendors, purchasing, and system improvements.
- Developed and maintained internal tools and workflows for asset tracking, access management, staff resources, and operational documentation to improve process consistency and resource planning.
- Supported development and implementation of organizational policies, operational procedures, documentation, and staff resources to improve consistency, risk awareness, and effective use of internal systems.
- Provided training, technical assistance, documentation, and user support to staff, translating technical information into clear guidance for non-technical audiences.
- Evaluated organizational needs, researched options, and recommended practical process and system improvements while balancing organizational priorities, timelines, and budget considerations.

### Brighton Hospice - Eugene, OR

*Information Technology Support Partner | September 2022 - July 2024*

- Supported technology operations for 700+ employees across 20+ locations, helping maintain business continuity, communication systems, and organizational effectiveness.
- Coordinated implementation activities for a nationwide RingCentral VoIP rollout, leading transition efforts for four offices and supporting staff adoption.
- Contributed to SharePoint implementation and adoption, improving information sharing, documentation access, collaboration, and process consistency.
- Developed training materials, user resources, and operational documentation to support onboarding, technology adoption, and consistent use of organizational systems.

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**California Community Opportunities - Cupertino, CA**

*Family Teacher | February 2020 - September 2021, November 2014 - December 2015*

- Managed daily operations of a residential human services program, including compliance, documentation, resource coordination, and service delivery.
- Supervised and coached 5–8 program staff, overseeing scheduling, training, care plan implementation, logistics, and program operations.
- Coordinated program resources, purchasing, budget-related activities, and operational documentation to support effective service delivery and regulatory compliance.

**Pearl Buck Center - Eugene, OR**

*Information Technology Support Technician | April 2018 - January 2020*

- Delivered technology support, staff training, technical assistance, and documentation to improve efficiency, service delivery, and consistent use of organizational systems.
- Supported organization-wide technology adoption initiatives, including mobile device management tools and staff-facing technology resources.
- Developed and maintained inventory tracking tools using database and spreadsheet systems to improve asset documentation, resource planning, and internal accountability.

*Project SEARCH Job Coach | August 2016 - April 2018*

- Supported a workforce development program connecting participants with internship and employment opportunities, coordinating with employers, families, and service providers to monitor progress and achieve program outcomes.
- Delivered workplace-based training focused on professional communication, problem-solving, independence, and job retention.
- Collaborated with employers, families, and support teams to address barriers, document progress, and support successful employment outcomes.
- Assisted participants with career planning, resumes, interview preparation, and transition to competitive employment.

*CESP-Certified Job Developer | January 2016 - April 2018*

- Managed a caseload of Vocational Rehabilitation clients, developing individualized employment plans and placement strategies.
- Built partnerships with local employers to identify opportunities aligned with client strengths, interests, support needs, and business needs.
- Provided job search, resume, and interview support to help clients secure employment.
- Coordinated with Vocational Rehabilitation counselors and support teams to monitor progress, document outcomes, and adjust employment strategies.

**Additional Leadership Experience**

**Camping Unlimited - Boulder Creek, CA**

*Travel Camp Director (seasonal) | 2011 - 2013*

- Supervised 5-7 staff while managing logistics, transportation, scheduling, budgeting, and daily operations for multi-day recreation programs.

**Certifications & Relevant Tools**

**Certified Employment Support Professional (CESP) | 2017 - 2020**

**CompTIA Security+ | 2022 - 2028**

**Tools and applied skills:** ArcGIS Pro, SharePoint, Microsoft 365, technical documentation, operational data tracking