

# MATTHEW GORDON

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Administrative coordinator with 7+ years of experience across property operations, tech, and nonprofit sectors. Skilled at building systems teams actually use, coordinating end-to-end workflows, and translating organizational needs into clear communication — from grant proposals to internal training materials.

## WORK HISTORY

### Ops & Grant Consultant — Vision Grant Services

Remote · Ottawa-based · Freelance | Nov 2025 – Present

- Grant writing, funder research, and proposal development for nonprofit clients.
- Developed grant applications totalling \$100K+ across MLSE Foundation, Canada Summer Jobs, MARP, and Kindred Foundation.
- Backend operations: tracking systems, workflow design, document management, and Google Workspace administration.
- Coordinate email correspondence, calendar scheduling, and client communications across multiple projects.
- Attend stakeholder meetings, prepare transcriptions, and distribute action items to maintain project momentum.

### Sales Development Rep — Push Operations

Remote · Vancouver, BC | Jul 2024 – Apr 2025

- Grew Cob's Bread platform adoption from 60% to approximately 73% of Canadian franchise locations.
- Booked 4–7 qualified product demonstrations monthly, consistently contributing to pipeline growth.
- Researched and built targeted outreach lists with specific value propositions per account.
- Maintained CRM database accuracy by reviewing records, merging duplicates, and updating contact information across systems.
- Generated daily activity reports and tracked performance metrics (50+ calls, 20+ emails daily).

### Leasing Consultant · Trainer · Team Leader — Osgoode Properties · Smart Living

Ottawa, ON | Oct 2019 – Jul 2024

- Managed end-to-end client relationships and onboarding for every resident — 98.8% occupancy.
- Built and rebuilt the employee manual and leasing procedures from scratch.
- Created learning aids, reference guides, and training materials used daily across departments.
- Spearheaded Dwell Hintonburg lease-up — open houses, community partnerships, and marketing tools.
- Reviewed, reconciled, and explained tenant ledgers, verifying balances and resolving discrepancies.
- Produced daily and weekly operational reports tracking unit availability, conversions, and activity metrics.

### Tele-Counselling Consultant — Carleton University

Ottawa, ON | Mar 2018 – Oct 2019

- Guided 500+ prospective students annually through enrollment decisions via personalized tele-counselling.
- Coordinated onboarding for accepted students — accounts, documents, deadlines, and payments.
- Recruited prospective students through targeted outbound call campaigns, aligning recommendations with academic interests.
- Maintained accurate digital records by collecting, organizing, and entering student information in line with program requirements.

## EDUCATION

### Bachelor of Arts: Communication Studies

Carleton University · Ottawa, ON · 2018

## SKILLS

- Grant Writing & Proposal Development
- Digital Records & Document Management
- Administrative & Operational Support
- Email & Calendar Management
- Workflow Design & Process Documentation
- CRM & Database Management
- Spreadsheet Tracking & Reporting
- Data Accuracy & Quality Control