

MATTHEW TINER

OPERATIONS EXECUTIVE | BUSINESS DEVELOPMENT | SALES & MARKETING
LEADERSHIP | ENTREPRENEURSHIP

Glendale, Arizona | 623-275-9603 | mdtiner1@gmail.com | MatthewTiner.com



Dynamic business leader with 20+ years of success across Fortune 500 retail operations, sales leadership, marketing strategy, customer experience, business development, and entrepreneurship. Proven ability to lead high-performing teams, improve operational execution, coach future leaders, strengthen customer loyalty, and drive organizational growth. Founder of Canyon State Connect, an Arizona technology startup demonstrating vision, innovation, and strategic leadership beyond traditional retail management.



PROFESSIONAL EXPERIENCE

Founder | Canyon State Connect

2026–Present

- Founded and lead an Arizona-focused technology platform connecting consumers with local businesses; direct vision, branding, product strategy, marketing, business development, platform architecture, and long-term growth initiatives.

Front End Manager | Fry's Food & Drug (Kroger)

2025–Present

- Lead front-end operations for a high-volume grocery location, overseeing customer experience, staffing, labor planning, operational execution, compliance, and associate development while partnering with senior leadership to improve performance.

Assistant Front End Manager | Fry's Food & Drug

2023–2025

- Supervised daily front-end operations, coached associates, resolved escalated customer issues, and supported hiring, onboarding, scheduling, and operational excellence.

Mobile Expert | Wireless Vision

2022–2023

- Delivered consultative sales by identifying customer needs, recommending technology solutions, and building long-term customer relationships through service-focused selling.

Director of Sales & Marketing | TimeshareMen.com

2014–2020

- Directed sales, marketing, branding, customer acquisition, and business development initiatives while collaborating on long-term strategic growth.

Service & Membership Clerk | Costco Wholesale

2002–2014

- Built a 12-year foundation in customer experience, membership services, retention, conflict resolution, and high-volume retail operations at one of the world's most respected retailers.



CAREER HIGHLIGHTS

- ✓ 20+ years leading operations, sales, and teams in high-volume, customer-centric environments
- ✓ Proven track record of improving performance, driving growth, and building high-performing teams
- ✓ Entrepreneurial mindset with startup leadership and technology platform development experience
- ✓ Strong strategic thinker with a passion for developing people and creating exceptional experiences



CORE LEADERSHIP EXPERTISE

- Executive Leadership
- Retail Leadership
- Sales Strategy
- Customer Experience
- Coaching & Mentoring
- Labor Planning
- Strategic Planning
- Change Management
- Operations Management
- Business Development
- Marketing Strategy
- Team Development
- Recruiting
- Performance Management
- Process Improvement
- Cross-Functional Leadership
- Entrepreneurship
- Product Strategy
- Relationship Management



EDUCATION

Mountain Ridge High School
High School Diploma



PROFESSIONAL VALUE

Experienced leader who combines operational excellence with entrepreneurial thinking, strategic marketing insight, and a passion for developing people. Prepared to contribute immediately in senior retail operations, business development, sales leadership, or marketing management roles.