

PROFESSIONAL SUMMARY

Matthew Crace is a versatile multimedia creative with extensive experience in corporate aviation, as well as residential and commercial real estate photography. Known for his strong communication skills, integrity, and eagerness to learn, Matthew consistently drives exceptional customer success, support, and retention.

As a driven self-starter, Matthew's meticulous attention to detail, organizational expertise, and ownership mentality enable him to excel in both team settings and independent roles. He transitions seamlessly between customer support and production, demonstrating flexibility and adaptability in dynamic environments.

Dedicated to his physical and virtual communities, Matthew fosters positive interactions and supports those around him, underscoring his passion for meaningful connections and community engagement.

SKILLS

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|----------------------|---------------------|---------------|
| Adobe Creative Suite | Attention To Detail | Communication |
| Customer Support | Listening | Organization |
| Phonetic Alphabet | Photography | WordPress |

EXPERIENCE

Owner/Photographer

Combining Pixels LLC, St. Augustine, FL, Jun 2012 - Current

- Communicated with existing and prospective clients to increase new and repeat business.
- Conducted research to stay current on industry trends and emerging technologies.
- Corresponded to customer complaints, inquiries and support requests respectfully and courteously.
- Developed walk through virtual tours leveraging Matterport, Pano2VR, and Zillow 3D.
- Executed Drone Flight solutions.
- Inspired customers consistently, delivering personalized support for individual needs.
- Integrated Floorplan creation utilizing Cubicasa.
- Mentored customers by listening to concerns and fully correcting problems.
- Produced content with expert operation of camera, lighting and sound capturing equipment.
- Provided customers with personalized assistance, helping to locate items and suggesting additional purchases.

Aviation Lineman

Bank of America, Charlotte, NC, Aug 1998 - May 2012

- Acted as safety board advisor, website developer, and webmaster leveraging WordPress.
- Attained NATA Safety 1st certification throughout employment.
- Conducted regular inspections of fuel farm infrastructure to identify potential hazards or maintenance needs.
- Implemented safety protocols to minimize risk in aviation operations.
- Inspected incoming fuel shipments for damage or discrepancies before accepting delivery.
- Monitored GSE equipment and vehicles, reporting hazards or malfunctions to facilitate repair.

- Performed safety protocols during refueling operations to prevent accidents or spills.
- Provided exemplary customer service to the CEO and executive team.
- Participated in ongoing training sessions provided by employers to stay up-to-date with industry advancements.
- Resolved logistical challenges related to fueling, parking, or servicing aircraft.

EDUCATION

Associate in Arts (A.A.): General

Ashland Community and Technical College, Ashland, KY

Certification: Travel and Tourism

Southeastern Academy, Kissimmee, FL

High School: Art History

South Point High School, South Point, OH

VOLUNTEER

Teachers Aide

Riggs Elementary, Gilbert , AZ, Jul 2018 - May 2019

- Assisted teachers in creating lesson plans and developing instructional materials.
- Attended staff meetings and professional development workshops as required by school policies.
- Oversaw students on field trips and on playgrounds.
- Participated in meetings, teacher's conferences and additional training classes.
- Provided photography services.
- Provided safe, clean, and organized learning environment for all students.
- Supervised students during lunch breaks, field trips and extra-curricular events to support lead teacher.

Teachers Aide

Springfield Elementary, Fort Mill , SC, August 2016 - May 2017

- Assisted teachers in creating lesson plans and developing instructional materials.
- Attended staff meetings and professional development workshops as required by school policies.
- Oversaw students on field trips and on playgrounds.
- Participated in meetings, teacher's conferences and additional training classes.
- Provided photography services.
- Provided safe, clean, and organized learning environment for all students.
- Supervised students during lunch breaks, field trips and extra-curricular events to support lead teacher.

PUBLICATIONS

Published works include Abingdon Press, BMW, and Keep In Mind.

LANGUAGE

English

Native