

PROFESSIONAL  
SUMMARY

Matthew Crace is a versatile multimedia creative and dynamic retail professional with a proven track record in corporate aviation, real estate photography, and RSA at Xfinity. Recognized for his strong communication skills, integrity, and eagerness to learn, he excels in customer experience, merchandising, and operational excellence. With meticulous attention to detail, critical thinking, and an ownership mentality, Crace consistently drives client satisfaction and builds lasting relationships. Passionate about community engagement, he fosters positive connections and actively supports those around him.

SKILLS

Attention To Detail	Communication	Critical Thinking
Customer Focused	Listening	Organization
Professional Integrity	Self Motivation	Technical Knowledge

EXPERIENCE

Retail Store Associate

Comcast, St. Augustine, FL, Sep 2024 - Current

- Addressed customers upon entry using Xfinity's G.R.E.A.T approach, fostering a welcoming and positive shopping experience.
- Administered returns or exchanges according to store policy while maintaining positive customer relations.
- Conducted regular inventory checks to identify low stock levels or discrepancies.
- Generated sales success by building displays and merchandising products maintaining a 100% compliance rating in XVIP
- Organized, stocked and maintained back-of-house.
- Participated in staff meetings and morning huddles regularly to stay informed about company news and updates.
- Performed XME guidance on installation and troubleshooting for customers requiring additional assistance.
- Provided excellent customer service by addressing concerns and resolving issues quickly always closing with NPS.

Owner/Photographer

Combining Pixels LLC, St. Augustine, FL, Jun 2012 - Aug 2024

- Administered organized database of client information for follow-up communication and future reference
- Implemented creative sales strategies aimed at increasing revenue from both new and existing clients
- Managed social media platforms to promote photography services and attract new clientele

### **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, implementing safety protocols to minimize risk in aviation operations
- Provided exemplary customer service to the CEO and executive team

## **VOLUNTEER**

### **Teachers Aide**

Gilbert Public Schools, Gilbert , AZ, Jul 2018 - May 2019

- Corresponded with teachers in creating lesson plans and developing instructional materials.
- Supervised students during lunch breaks, field trips and extra-curricular events to support lead teacher.
- Participated in staff meetings and professional development workshops as required by school policies.

### **Teachers Aide**

Fort Mill Public Schools, Ft. Mill , SC, Aug 2016 - May 2017

- Corresponded with teachers in creating lesson plans and developing instructional materials.
- Supervised students during lunch breaks, field trips and extra-curricular events to support lead teacher.
- Participated in staff meetings and professional development workshops as required by school policies.

## **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

## **AWARDS**

- Ten Year Commemoration, 2008, Bank of America Corporate Flight Department
- Safety Award, 2010, Bank of America Corporate Flight Department

## **PUBLICATIONS**

- Abingdon Press
- BMW
- Keep In Mind