MATTHEW CRACE

904-806-5619
info@mattcrace.com
St. Augustine, FL 32095

PROFESSIONAL SUMMARY

Matthew Crace is a dynamic customer service leader with a proven background in retail, corporate aviation, and real estate media. Skilled in client support, merchandising, and daily operations, with a strong track record of enhancing customer experience and satisfaction. Known for clear communication, integrity, and a proactive, detail-oriented approach.

Crace is a creative problem-solver with an ownership mindset and a passion for building lasting relationships and fostering community engagement.

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 exceptional customer service by addressing concerns and resolving issues quickly with an uncompromising focus on 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.

EXPERIENCE

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

2025 -Top NPS Q1, Xfinity, North East Florida Region.
2008 -Ten Year Commemoration, Bank of America Corporate Flight Department.
2010 -Safety Award, Bank of America Corporate Flight Department.

PUBLICATIONS

Abingdon Press
BMW
Keep In Mind

Discover how Matthew's customer-first mindset, creative problem-solving strengths and NPS metric focus, align with the Grayson, KY, Retail Sales Representative position.
Learn more HERE.