

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

Assistant Store Manager

Blue Link Wireless | AT&T, Ironton, OH, Sep 2025 - Current

- Assist store manager with daily operations, organization, and employee management.
- Encouraged sales team meet and exceed sales goals and quotas.
- Managed incoming requests, printed and applied shipping labels, and prepared inventory for shipment, consistently achieving 100% compliance within the company’s tracking database.
- Provide exceptional customer service and act as a brand ambassador.

Retail Store Associate

Comcast, St. Augustine, FL, Sep 2024 - 2025

- Generated sales success by building displays and merchandising products maintaining a 100% compliance rating in XVIP.
- Managed incoming requests, printed and applied shipping labels, and prepared inventory for shipment, consistently achieving 100% compliance within the company’s tracking database.
- Organized, stocked and maintained back-of-house.
- Participated in staff meetings and morning huddles regularly to stay informed about company news and updates.

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.
- Efficiently managed an extensive photo library, upholding strict 300 DPI standards for all printable files to support consistent, professional-grade output across marketing and client deliverables.
- 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.
- Executed safe cleaning, towing, positioning, and fueling of Gulfstream and Falcon aircraft, upholding flawless safety results and strict adherence to all operational protocols.
- Provided exemplary customer service to the CEO and executive team.

VOLUNTEER

Teachers Aide

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

- Carried out workroom responsibilities two days per week, running high-volume copies on Riso duplicators and handling lamination, cutting, and binding with accuracy and efficiency.
- 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

- Carried out workroom responsibilities two days per week, running high-volume copies on Riso duplicators and handling lamination, cutting, and binding with accuracy and efficiency.
- 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: 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.

CV

<https://mattcrace.me/matthew-crace-cv/>

CREATIVE DESIGN

<https://mattcrace.me/diy/>