Michael De Palma
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Adobe & Canva Software	**Project Management**	**2-D Animation & Illustration**
HTML/CSS/WordPress/CMS	**AP Style Writing**	**Customer Service & Retail**
Design and Print Production	**Content Creation**	**Customer Relation Software**
Engagement & Fundraising	**Photography/Image Editing**	**Supervision & Mentoring**

Highlights, Visual Artist

Boosted site speeds, implemented preliminary search engine optimization plans, and provided site instruction to small businesse Cas Foste Photography.

Researched symbols of sustainability and incorporated them into the logo concept for Pikes Peak Permaculture, which built a clear brand identity.

Endorsed a message of health, balance, and positive thinking for the Precision Fitness company branding by executing a clean logo concept with bold lines and contrast.

Adjusted HTML/CSS, updated WordPress components, added custom site functions, and reduced spam messages by evaluating and installing the appropriate plugins while maintaining multiple creative blogs.

Conceived interconnected community art events between Pikes Peak Library District and Academy Frame Company to advocate for local shelter TESSA of Colorado Springs.

Assisted event social media advertising, joined the TESSA Outreach Coordinator for a radio interview conducted on KCME radio, and produced a press release in AP Style.

Exhibited fine art that raised several hundred dollars in just one evening for TESSA of Colorado Springs and Academy Frame Company's gallery at their store.

Publications as Art Director, Ripple Effect Publishing

From the Vaults:
The Iconic Concert Photography of Larry Hulst

Negotiated shared space with a competing project produced by the Fine Art Center of Colorado Springs for their event titled *Front Row Center*, which opened a market for the book.

Networked with a past employee of *Rolling Stone* magazine for ideas to expand the market awareness of the publication.

When Farming's in Your Blood:
A Portrait of Southern Colorado Farm Life

Efficiently completed a publication ahead of the client's anticipated release date, based on their past experience with larger print houses.

Supported Employment Job Coach and Mentor

Investigated job openings for Individuals with Developmental Disabilities (IDD) and placed them into work places based on their interests and abilities, benefitting both the business and the individual.

Mentored and coached IDD clients to independence, using creative methods in systems analysis to help them overcome difficulties and teach them problem solving techniques.

Attained CPR/First Aid and QMAP certifications to foster safe and empathetic environments, reducing anxiety for clients.

Cautiously transported clients to job or home, monitoring their mental state to put them in the best possible attitude to start their work day.

Maintained a case load of clients, logging their reports and hours to monitor their progress for accountability to state bodies like The Department of Vocational Rehabilitation.

Lead Associate in Retail and Member Services

Coordinated front end staff to resolve issues; upheld a team atmosphere that was focused on serving the diverse customer base with a positive attitude.

Promptly shipped products to other store chain locations via UPS, which supported their customer service and sales efforts.

Greeted clients and demonstrated product knowledge to new customers, which helped patrons find what they needed and built confidence in the store brand.

Protected records of customer transactions, including details of inquires, complaints, comments, and any actions taken to identify and eliminate weak points in customer experience.

Education

Bachelor of Arts from Purdue University,
concentration in Visual Communication Design.

Volunteer Work

ESL tutoring through Pikes Peak Library District,
and trail repair through Rocky Mountain Field Institute.