

Angela (Angie) Howard

Portland, OR

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Professional Summary

Dedicated and customer-focused professional with a strong background in public service, communication, and administration. Experienced in assisting diverse groups of people, explaining policies and regulations, managing financial transactions, and performing technical tasks. Known for handling complex inquiries, maintaining confidentiality, and delivering exceptional customer service in high-pressure environments. Skilled at using computer systems to input and retrieve data accurately, with a strong focus on public safety, compliance, and problem-solving.

Education

Bachelor of Fine Arts in Printmaking, Indiana University Southeast, New Albany, IN

Date Completed: 5-9-2016

GPA: 3.347

Associate of Arts in Graphic Design, Indiana University Southeast, New Albany, IN

Date Completed: 12-14-2013

GPA: 3.5

Coursework related to: Geology, Lithography, Conservation Biology, Humans in the Biological World, Entomology, Ethics, Logic, Public Speaking, Interpersonal Communication, Arts of Native North America, Illustration, Environmentally Friendly Art, Social Sculpture.

Skills

- **Customer and Visitor Services:** Customer Service, Public Speaking, Interpersonal Communication, Verbal Judo, Problem-Solving, Crisis Management, Protection Services and Public Safety, Recreational Services, Interpretive Services
- **Operations and Administration:** Patrol, Organization, Reliability, Resource and Time Management, Report Writing, Billing and Coding
- **Communication and Media:** Adobe Creative Cloud, Microsoft Office Suite, Graphic Design, Telecommunications and Media, Spreadsheet Development
- **Education and Outreach:** Curriculum Design, Interpretive Services, Research, Public Speaking
- **Technical and Analytical:** Spreadsheet Development, Report Writing, Research

Work Experience

Park Ranger GS-0025-04

USDA Forest Service - Columbia River Gorge National Scenic Area, Bridal Veil, OR

(April 2024 to October 2024)

- Based out of Multnomah Falls, one of the most visited natural recreation sites in the Pacific Northwest; executed daily opening and closing procedures for the visitor center and assisted with general office tasks.
- Dedicated to preserving the unique beauty and ecological integrity of Multnomah Falls and the Columbia River Gorge. Engaged visitors with the area's rich natural and cultural history while ensuring public safety and adherence to park regulations. Educated the public on recreation rules, permits, and passes, collected fees, managed traffic control, maintained campground and picnic areas, and provided general information on recreation programs.
- Skilled in trail maintenance, wildlife protection, and crisis response, including conducting search and rescue operations in high-traffic natural environments. A strong communicator and educator with a commitment to inspiring conservation through engaging programs, guided tours, and environmental stewardship initiatives. Focused on enhancing visitor experiences while safeguarding Oregon's iconic landmarks.
- Managed informational materials and other stock items for distribution, handling publication requests via telephone and mail inquiries.
- Tracked and reported visitor use data for analytical and planning purposes.
- Developed and conducted scheduled interpretive talks, school visits, and conservation education programs. Led special tours highlighting the significance of sites throughout the Columbia River Gorge.
- Represented the Forest Service at workshops, fairs, and community events, including National Public Lands Day, Mosier Fest, Skamania Pride, Explore the Gorge, Multicultural Kids Festival, and others.
- Answered recurring questions requiring knowledge of site-specific facts, events, natural features, and local personalities.
- Operated and maintained government vehicles.
- Monitored and ensured the safety, cleanliness, and maintenance of public use areas, including boat ramps, group camps, and other recreational sites.
- Operated and performed minor maintenance on audiovisual equipment used for visitor engagement.
- Serviced restrooms and managed trash collection throughout the Columbia River Gorge National Scenic Area.

Environmental Educator

Tualatin Hills Park & Recreation District - Beaverton, OR

(November 2023 to July 2024)

- Facilitated camps, school programs, and nature-based activities for children, teaching "Leave No Trace" principles and setting clear expectations for behavior.
- Developed course outlines, lesson plans, and instructional materials to meet program objectives. Led a variety of environmental education activities and contributed to existing programs, creating an inclusive and engaging atmosphere for participants.
- Supported the Environmental Education Director and collaborated with staff to plan, organize, and implement curriculum for environmental education programs.
- Supervised program participants independently in both classroom and outdoor settings, both on-site and during offsite excursions.
- Assisted in directing part-time staff and volunteers by assigning tasks, monitoring performance, providing motivation, and contributing to evaluations. Substituted as needed in preschool settings.
- Engaged with the public by providing information on schedules, registration, and program details both over the phone and in person, ensuring a positive experience through professional and courteous service.
- Maintained accurate attendance records, verified participant registration, and distributed program evaluation forms to assess program success and gather feedback.
- Ensured participant safety by following District policies, administering first aid when needed, and promptly reporting all incidents to the Supervisor. Completed and submitted all required accident and incident reports.
- Coordinated purchasing of supplies according to District policies, managed inventory, and ensured the availability and proper maintenance of equipment and materials.
- Prepared activity areas by setting up equipment and ensuring spaces were safe and ready for use. Cleaned and secured classrooms and equipment at the end of each shift.
- Demonstrated a commitment to diversity and inclusion in the workplace.

Art Instructor II

Tualatin Hills Park & Recreation District - Beaverton, OR

(December 2022 to April 2024)

- Developed and designed innovative curriculums with new high-resolution directional brochures and art instructional worksheets. Incorporated artistic techniques and optimal instructional practices to develop successful course and lesson plans. Organized "how to draw" binders for participants to quickly reference characters of interest.
- Created examples of the projects for each class and displayed them along with an instruction brochure that I designed on a wall in the classroom.
- Specialized in teaching environmentally friendly printmaking, mixed media, sculpture, and painting to preschool, elementary, and middle school aged children with focus on instilling lifelong love of art in creative young minds.

- Performed set-up and breakdowns for program activities, properly storing and cleaning, ensuring the safety and well-being of all participants.
- Provided excellent internal and external customer service, creating a positive experience for patrons and practicing safe work habits through professional and courteous behavior.
- Established and enforced classroom rules, monitoring students for appropriate and respectful behavior.

Office Assistant

Tualatin Hills Park & Recreation District - Beaverton, OR

(July 2023 to April 2024)

- Provided helpful information and assistance regarding schedules, program descriptions, and general district information.
- Knowledge and experience in office management principles, and effective application to work-related problem-solving.
- Understanding of relevant software and computer operations, particularly Office 365 platforms such as Word, Excel, and Teams, and can confidently utilize proprietary patron registration software.
- Maintained financial recordkeeping for the recreation center. Recorded bank deposits, reviewed, verified, and obtained approval for invoicing.
- Created flyers, brochures, and PowerPoint presentations for center needs and events and maintained internal filing systems for digital and hardcopy documentation.
- Greeted incoming visitors, verified identification, and provided key fobs. Also assisted guests with facility information and access to classrooms and fitness areas.
- Maintained discretion and integrity in dealing with confidential and sensitive data.
- Input data and information into databases for tracking purposes.
- Answered telephone calls, assisted with general inquiries, and distributed messages to appropriate personnel.
- Created professional letters, spreadsheets, and emails to support day-to-day business needs.
- Reduced office inefficiencies by organizing, monitoring and replenishing office supplies and kept office documents well-organized to quickly retrieve files for team members.
- Answered calls on multi-line telephone systems to direct callers, provide information and make appointments.
- Defuses conflict with critical thinking, emotional intelligence, and tactful communication.

Holiday Bookseller

Powell's City of Books - Portland, OR

(November 2022 to January 2023)

- Processed goods through POS register system to track inventory and return proper bills and coins.
- Provided accurate product information to help customers make more educated decisions and provided multimedia product offerings for both physical and digital titles.
- Applied interpersonal and communication skills to upsell new products to customers.
- Prepared products for displays and in-store demonstration tables to promote new merchandise and sales items to maintain visually appealing environments.
- Answered product questions and helped customers find requested books and other items.
- Tracked and ordered merchandise to maintain stock levels.
- Maintained knowledge of current sales and promotions.
- Arranged items on promotional displays and shelves.
- Helped customers find desired items and sizes by closely supporting each person throughout the buying process.

Protection Services Officer

Portland Art Museum - Portland, OR

(February 2022 to August 2022)

- Monitored and operated camera & access control systems, fire alarm systems, and communicated with law enforcement, fire departments and emergency medical personnel as needed.
- Patrolled in environments that included interactions with people suffering from mental illness and/or under the influence of drugs/alcohol, resolving conflict using de-escalation techniques while upholding equity and inclusion values.
- Activity documentation, data entry and report writing in objective manner/tone and being aware of unconscious bias.
- Issued passes/Keycards to visitors, contractors and vendors, maintained proper key inventory.
- Initiated critical emergency response procedures when necessary.
- Monitored Art deliveries, shipping and receiving of parcels as well as mail processing & delivery as required.
- Performed gallery opening and closing duties as well as exterior patrols.
- Greeted visitors, issued passes/key cards to contractors and caterers in a welcoming and inclusive manner while performing campus safety and security checks.
- Communicated museum policies in a respectful manner using flexibility and discretion to achieve a safe and positive outcome.
- Interacted with visitors in a welcoming manner by assisting with wayfinding and providing information related to the Museum collection, public programs, and events.
- Used appropriate techniques and tactics to calm clients and alleviate tense situations.

Customer Service/ Bakery Team Member

Whole Foods Market - Louisville, KY

(September 2021 to February 2022)

- Performed daily cleaning duties.
- Creatively decorated off-the-shelf cakes.
- Baked sales products (bread, bagels, muffins, etc.), restocked, rotated, and refilled baked goods as needed throughout the day. Inventoried and communicated daily shrink in accordance to expiration dates.
- Continuous quality checks of items sold. Kept shelves and displays neat and clean in accordance to food safety requirements.
- Completed all point of sale opening and closing procedures.
- Anticipated the needs of others and resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Created a stimulating environment for best customer experience and appreciation.
- Interacted with a diverse amount of people on a daily basis.
- Actively pursued personal learning and development opportunities.

Office Assistant/ Zipline Guide

Red River Gorge Ziplines- Campton, KY

(May 2021 to September 2021)

- Welcomed guests with an enthusiastic demeanor and assisted in providing answers to any questions about the zipline and surrounding area.
- Checked in guests and ensured a successful zipline launch.
- Processed guest payments and efficiently maintained bookkeeping.
- Office management and work-related problem-solving.
- Performed a daily inspection of the entire zipline course.
- Inspected all safety equipment to ensure that it met manufacturing standards.
- Reported any unsafe equipment/ course conditions to supervisor for correction.
- Ensured that all guests were properly harnessed and equipped with all necessary gear for scheduled activity.
- Built guests confidence by mitigating risks associated with the activity, promoting safety, and offering encouragement.
- Monitored guest behavior and enforced necessary safety practices.
- Cross-trained in other departments to cover shifts as needed to provide skilled backup for team members.
- Followed all company standards and procedures.

Protection Services Officer

Speed Art Museum - Louisville, KY

(January 2018 to May 2021)

- Monitored multiple systems and equipment, including but not limited to: CCTV, Burglar Alarm, Fire Alarm, and Access Control. Controlled access and patrols of buildings and exterior grounds to prevent, report, and mitigate security and safety issues, reporting building/property damage, electrical interruptions, gas/weather leaks, flooding, and temperature/humidity controls.
- Implemented timely and appropriate response to all alarm events, Museum policy violations, safety and security concerns and/or incidents by following established security procedures.
- Maintained knowledge of Museum policies, procedures, post instructions, personnel, organization, exhibit locations, and areas of interest. Politely and professionally enforced Museum security and safety policies and procedures with all guests, volunteers, and staff. Assisted guests and staff regarding general inquiries and Museum rules by representing the Museum in a professional and guest-service oriented manner.

Art Sparks Facilitator

Speed Art Museum - Louisville, KY

(May 2018 to March 2020)

- Developed and facilitated studio and outreach programs that involved people to learn about current exhibitions and permanent collections.
- Taught hands-on workshops, drop-in activities, supervised after school programs, and designed the rotating Maker Space tables. Cleaned/sanitized areas after use.
- Worked with children and adults on a one-on-one basis as well as in groups up to 250.
- Trained volunteers on how to facilitate interactions with visitors and answer important questions.
- Worked with youth summer camps on a variety of media including drawing, painting, mixed media, printmaking, and 3D pens.

Production Worker

Signarama Downtown - Louisville, KY

(February 2016 to June 2017)

- Worked one on one with clients to design comprehensive materials about their custom signs. Reviewed proofs to ensure inventory of materials for production.
- Used Adobe programs such as Illustrator and Photoshop to develop or improve designs.
- Applied knowledge in simulated-color process printing and graphic design to create fresh looks.
- Prepared materials by cutting substrates to size or custom cutting to a specific shape and “weeded” excess vinyl in order to transfer graphics to substrate.
- Utilized Braille presses, CNC Router, Laser Engraver, and other machinery for production needs.

- Coordinated orders with desired quantities stock specifications and special printing instructions to match customer desires.

Screenprinter

River City Workwear - New Albany, IN

(2014 to 2016)

- Used Adobe programs for logo designs.
- Calibrated equipment to account for the humidity and temperature during printing.
- Worked regularly from digital files, adjusting the appearance and color to produce the best quality printing results. Followed work orders to set up and break down screen printing jobs.
- Collected and inspected random samples during print runs to identify necessary adjustments.
- Worked with minimal supervision to consistently meet high quality and production standards.
- Kept work area clean, supplies stocked, and trash picked up to stay productive between printing jobs. Organized and cleaned the shop, maintaining inventory, and silkscreen maintenance.