

Angela (Angie) Howard

Portland, OR — (502) 415-9026 — angiemarie1123@gmail.com

Professional Summary

Detail-oriented and highly organized professional with a strong background in public service, visitor engagement, and administrative support. Demonstrates excellent communication and problem-solving abilities across diverse, fast-paced environments. Brings a calm, solutions-focused approach to high-pressure situations and consistently creates positive, welcoming experiences. Certified in CPR and First Aid, with a strong commitment to safety, teamwork, and meaningful public service.

Education

Bachelor of Fine Arts in Printmaking, 2016, IU Southeast, New Albany, IN

Associate of Arts in Graphic Design, 2013, IU Southeast, New Albany, IN

Work Experience

Feature Exhibit Assistant (Temporary)

Oregon Museum of Science and Industry

(March 2025 to May 2025)

- Delivered interactive, hands-on activities for visitors of all ages as part of the *Jurassic World by Brickman* traveling exhibition.
- Communicated exhibit expectations clearly and managed entry through timed ticketing procedures.
- Enforced safety protocols and assisted with emergency procedures to ensure visitor safety.
- Provided exceptional guest service through wayfinding, exhibit engagement, and interdepartmental collaboration.
- Performed routine maintenance and walkthroughs to maintain exhibit cleanliness and functionality.

Park Ranger GS-0025-04 (Seasonal)

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

(April 2024 to October 2024)

- Oversaw daily operations of the Multnomah Falls visitor center, including opening/closing procedures, office support, and distribution of informational materials and trail/road closures.
- Led interpretive programs, educational outreach, and guided tours, while serving as a Forest Service representative at community events and college fairs.

- Promoted public safety through trail patrols, emergency assistance, and traffic control as well as wayfinding throughout the Columbia River Gorge.
- Educated visitors on natural/cultural history and regulations.
- Managed fee collection, timed-permit guidance, and visitor use data recording.
- Maintained cleanliness and accessibility of recreation sites, parking lots, bathrooms, and other public areas.
- Operated and maintained government vehicles.

Environmental Educator

Tualatin Hills Park & Recreation District Nature Center - Beaverton, OR

(November 2023 to July 2024)

- Independently supervised program participants in both indoor classrooms and outdoor natural spaces, including off-site field trips, while ensuring safety, engagement, and smooth transitions between activities.
- Supported the Environmental Education Director and collaborated with the team to plan, organize, and implement curriculum for environmental education programs. Led a variety of environmental education activities, group hikes, nature camps, contributing to existing programs, creating an inclusive and engaging atmosphere for participants.
- Maintained accurate attendance records, monitored performance of participants, verified 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.
- Substituted as needed for the nature-based preschool program.

Office Assistant

Tualatin Hills Park & Recreation District - Beaverton, OR

Garden Home Recreation Center

(July 2023 to April 2024)

- Greeted incoming visitors, verified identification, and provided key fobs. Also assisted guests with general district information, program descriptions, and access to classrooms/ fitness areas.
- Provided helpful information and assistance regarding schedules, program descriptions, and general district information.
- Created professional letters, spreadsheets, and emails to support day-to-day business needs. Designed marketing materials for programs and events
- Handled invoicing, deposits, and financial record-keeping using Office 365. Maintained both digital and physical filing systems with confidentiality
- Applied conflict resolution and customer service best practices

Art Instructor II

Tualatin Hills Park & Recreation District - Beaverton, OR

Garden Home Recreation Center

(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.
- Delivered engaging lessons across age groups (preschool to middle school).
- Created custom visual aids to support hands-on accessible learning.
- Maintained a safe and welcoming classroom environment for all abilities to 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.
- Established and enforced classroom rules, monitoring students for appropriate and respectful behavior.

Holiday Bookseller (Seasonal)

Powell's City of Books - Portland, OR

(November 2022 to January 2023)

- Operated POS system for transactions and inventory tracking.
- Recommended products and upsold based on customer preferences.
- Created and maintained engaging merchandise displays.
- Responded to customer questions and located requested titles.
- Contributed to a friendly and knowledgeable shopping experience.

Protection Services Officer

Portland Art Museum - Portland, OR

(March 2022 to July 2022)

- Monitored and operated camera & access control systems, fire alarm systems, and communicated with law enforcement, fire departments and emergency medical personnel as needed.
- Engaged in de-escalation with equity and inclusion in mind.
- Performed gallery opening and closing duties as well as exterior patrols.
- Maintained detailed logs and objective reports. Issued passes/Keycards to visitors, contractors and vendors, maintained proper key inventory,
- Interacted with visitors in a welcoming manner assisting with way-finding, communicating museum policy, and assisting with information related to the collection, public programs, and events.

Customer Service/ Bakery Team Member

Whole Foods Market - Louisville, KY

(September 2021 to February 2022)

- Maintained food safety and cleanliness standards in prep areas, performed daily cleaning duties.
- Decorated and baked goods with attention to quality and detail.
- Managed inventory, restocking, and shrink reporting.
- Handled customer service and resolved concerns effectively.
- Operated POS systems during opening and closing shifts.

Seasonal Office Assistant/ Zipline Guide

Red River Gorge Ziplines - Campton, KY

(May 2021 to September 2021)

- Guided guests through safety equipment and procedures.
- Processed payments and maintained accurate records.
- Delivered engaging and safe guest experiences.
- Adapted to cross-departmental roles and team needs.

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.
- Assisted guests and staff regarding general inquiries and Museum rules by representing the Museum in a professional and guest-service oriented manner.
- Conducted building patrols and responded to safety issues

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, including printmaking, 3D pens, and mixed media. Cleaned/sanitized areas after use.

- Trained volunteers on how to facilitate interactions with visitors, help with activities, and answer important questions.

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 to match customer requirements.
- 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, utilized Braille presses, CNC Router, Laser Engraver, and other machinery for production needs.

Screenprinter

River City Workwear - New Albany, IN

(January 2014 to December 2016)

- Operated screen printing equipment using digital files, adjusting color and layout for optimal results.
- Followed work orders to set up, run, and break down jobs; inspected prints for quality throughout runs.
- Maintained a clean, organized shop, including stocking supplies, managing inventory, and silkscreen upkeep.
- Used Adobe software to assist with logo and design preparation.
- Met high production and quality standards with minimal supervision.
- Cross-trained with the embroidery department to support production flexibility.
- Utilizes Microsoft Office, Adobe Creative Cloud, and media tools to produce documents, visuals, and outreach materials.

Professional Experience in Art

2017

- Awarded Full Summer Assistantship, Frogman's Print Workshop – Omaha, NE
- Participated in workshops: *Water-based Screenprinting* (Matthew Hopson-Walker) and *Artist Books and Enclosures* (Sarah Bryant), Frogman's Print Workshop – Omaha, NE

2016

- Workshop: *Digital Printmaking* (Curtis Jones), Frogman's Print Workshop – Omaha, NE

- Volunteer, Mid America Print Council Biennial Conference – University of Louisville & Indiana University Southeast
- Installed Juried Student Art Exhibition – Barr Gallery, IU Southeast
- Prepress Production – FAST Break: Bridge to College, IU Southeast

2015

- Workshop: *HIPs Engraving* with Johanna Mueller, Frogman's Print Workshop – Vermillion, SD
- Screenprinting Demos: New Albany Public Art Walk (Carnegie Center for Art and History), Pitty Fair Fundraiser (Louisville, KY), *Time Machine* collaborative performance (IU Southeast)
- Prepress Production & Screenprinting – FAST Break: Bridge to College, IU Southeast
- Screenprinting Intern – River City Workwear, New Albany, IN

2014

- Teaching Assistant, *Intro to Printmaking* (Solar Plates), Prof. Brian Jones – IU Southeast
- Screenprinting Intern – River City Workwear, New Albany, IN

Skills Summary

- Delivers exceptional customer service and public engagement in museums, parks, and high-traffic visitor environments.
- Leads educational and recreational programs with strong public speaking, interpretive, and inclusive communication skills.
- Applies crisis management, verbal de-escalation, and safety techniques to resolve conflicts and ensure visitor protection.
- Maintains organized scheduling, group coordination, and time management across administrative and operational tasks.
- Performs patrol, reporting, invoicing, and detailed administrative duties with consistency and accountability.
- Collaborates effectively with cross-functional teams, staff, and volunteers to provide seamless visitor experiences.
- Develops and prepares digital and print materials through hands-on experience in screen printing, embroidery, prepress production, and inventory management.