

**Michael Artes**  
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410-236-6213

Education:

**Johns Hopkins University**, Baltimore, MD

- Full-Stack Web Development Bootcamp, October 2019- April 2020

**University of Maryland**, College Park, MD

- Bachelor of Arts, Government and Politics, 2011

**Loyola Blakefield**, Towson, MD

- High School Diploma, 2007

Professional Experience

**Full-Time Parent**

Artes Family Baltimore, MD

August 2018-Present

- Voluntarily resigned from position with U.S. Bank to provide full-time support at home for young family
- Seeking to formally rejoin workforce in early 2020.

**U.S. Bank**

*Personal Banker* U.S. Bank Tower, Denver, CO

Jan 2016-Aug 2018

- Performed service transactions via phone from an inbound call center
- Created outstanding customer experiences while resolving all service issues
- Acted as a peer-to-peer coaching leader and contributed to management strategies
- Propelled team to number one overall ranking consistently and received annual first place performance award in 2018

**Verizon Wireless**

*Corporate Retail Sales Representative*, Denver, CO

Aug 2013- Jul 2015

- Performed sales and customer service transactions in a busy retail store environment
- Maintain up to date knowledge on mobile device hardware and software, as well as Verizon Wireless price-plan and account policy details
- Earned “Rookie of the Year” award with highest overall composite score for all tracked performance metrics among new hires in 2013
- Finalist in 2014 “Rockstar” contest (Verizon’s competitive sales demonstration contest)

**Clean Water Action**

*Field Manager*- Baltimore, MD

Jan 2011-June 2013

- Supervised staff while performing community organizing and fundraising operation in the Baltimore and Washington DC metro region
- Responsible for training new employees in basic and advanced skills through a structured training program
- Executed office management duties including recruitment, bank deposits, ordering supplies, general problem solving

Additional Leadership Experience:

**Financial Beginnings** - *Financial Literacy Teacher;*

**Friends of Trees** - *Green Spaces Program Crew Leader;*

**Johnson Creek Watershed Society** - *Communications Intern;*

**Denver Urban Gardens** - *Master Composter for Community Garden Program*