

Michael Artes
artes.mike@gmail.com
410-236-6213

Education:

Johns Hopkins University, Baltimore, MD

- Full-Stack Web Development Bootcamp, Spring 2020

University of Maryland, College Park, MD

- Bachelor of Arts, Government and Politics, 2011

Loyola Blakefield, Towson, MD

- High School Diploma, 2007

Professional Experience:

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*