

# MELISSA L. B. CASTALDO

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## OBJECTIVE:

Obtain a position in the Boulder area where I can utilize my skills while using my expertise in project management, customer service and creative design.

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## SUMMARY:

Results-oriented creative project manager with six years experience at a billion dollar top national company. Over eight years experience developing and improving relationships with customers and managing projects in challenging, fast-paced environments. Demonstrated ability to acquire technical knowledge and skills rapidly. Innovative problem solver, able to see the business and technical sides of a problem. Proven leadership, technical and problem resolution abilities. Exceptional communication, photography and graphic design skills.

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## EXPERIENCE:

2011 – present **Senior Production Specialist - Lifetouch Photography**, Denver, CO

- After merger with prior company, managed regional production operations for three states as an extension of production responsibilities prior to the merger
- Trained local staff on newly acquired software, acted as regional liaison between outsourced production, sales, and management. Additional responsibilities include integrating software protocols into existing system.

2004 – 2010 **Executive Assistant to Regional Director - Herff Jones Photography**, Indianapolis, IN

### Management

- Rose to position of executive assistant to regional director after beginning as temporary photographer.
- Managed office operations with over 10 employees locally and coordinated schedules of 40 more remote employees with regional photography manager, including project management of multiple projects simultaneously.

### Project Management and Training

- Expanded both production for the company and personal skill competency by learning and coordinating use of various software elements as well as new products such as web sites and year books.
- Coordinated logistics of long-distance remote-client projects with various national elements of our company.
- Excelled at production management duties during transition from small local production center to regional center encompassing multiple local production centers.
- Extensive training experience including training of new photography and production hires, training of existing staff on current procedures, and go-to-person for training on frequent updates to in-house software.

### Customer Service and Creative Design

- Rapidly learned technical elements of photography and photographic production while maintaining exceptional customer service with various types of clients ranging from massive school districts to smaller organizations.
  - Displayed high degree of technical proficiency and artistic vision in photographic assignments.
  - Developed advanced competence in editing and manipulating images in digital medium.
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## EDUCATION:

1994-1996 **University of Central Arkansas – Theatre/Speech Communications Program**, Conway, AR

2000-2003 **IUPUI – Speech Communications Program**, Indianapolis, IN

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## ACTIVITIES:

- Active as a parent leader in Cub Scouts.
- Passionate about local community theatre including experience in various positions: actress, costumer, stage manager, props, dresser, and ensemble.
- Spent past 2 years coaching and assistant coaching children's soccer.