



EDUCATION

SAVANNAH COLLEGE OF ART AND DESIGN (SCAD)

Summa cum Laude, 4.0 GPA

September 2011 – June 2015

B.F.A in Photography, Valedictorian Candidate

PROFICIENCIES

Analog and Digital Photography
Adobe Creative Suite – Photoshop, Illustrator, Premiere Pro
Advanced Equipment and Program Troubleshooting
Commercial and Fine Art Photography
Digital Asset Management
Shoot Production and Coordination
Studio Management
Retouching, Color-Correction, and Post-Processing
Talent Management and Client Services

PROFESSIONAL REFERENCES

Joseph Palma

Virtual Consultation Manager, B&H Photo
631-745-5471, jpalma@bhphoto.com

Thomas Orzo

Photography Department Manager, B&H Photo
516-712-5434, tomo@bhphoto.com

Dovber Segelman

Operations Co-Supervisor, B&H Photo
347-387-4020, dovberse@bhphoto.com

EXPERIENCE

B&H PHOTO VIDEO PRO-AUDIO

Client Education Consultant (Virtual)

October 2020 – Present

On the forefront of heightened customer benefaction and valued-added client services, I transitioned from my previous supervisory role to better assist new and existing clients through one-on-one virtual classroom and technical training sessions. This highly specialized position was created at the crest of the pandemic to offer professional services to clients globally and has seen a tremendous uptick in interactions since its inception in late 2020.

As a client education consultant, I tackle the education and troubleshooting of professionals on advanced applications of their photographic gear, as well as provide pre- and post-sale support for media and imaging systems. My historied background at B&H also allows me to assist in training new hires in customer defusal, sales and education techniques, technical proficiencies, and gear specialization.

Operations Supervisor

June 2019 – October 2020

During my tenure as Operations Supervisor, I keenly managed and oversaw hour-to-hour sales and maintained smooth operations of the bustling B&H flagship store in the heart of downtown Manhattan. I was responsible for the smooth operation of seven departments with over 120 on-site employees. I also actively consolidated and coordinated employee efforts towards key operations, such as customer interaction and post-sale service; client education operation facilities; as well as management of store inventory and asset handling.

During the early and middle stages of the COVID-19 pandemic, I facilitated and guided safety protocols and procedure, as well as occasionally reprising my position product specialist, in order to ensure uninterrupted service between clients and staff.

Photography/Video Production Specialist

August 2015 – June 2019

My primary role was to ingest any and all technical information pertaining to imaging systems, and easily repackaging them for clients and customers succinctly sales and training. During my time as a specialist, I expertly assisted over 50,000 customers and maintained incredibly high productivity and customer satisfaction ratings. Furthermore, I consistently outperformed my peers in sales numbers, and maintained near perfect technical certification scores over my tenure as equipment specialist.

FREELANCE

Color-Correction/Post-Processing Technician

Multiple Clients
January 2013 – March 2020

Art, Studio, and E-Commerce Consultant

Private, Corporate, and In-Studio Clients
July 2015 – December 2019