

# Grace Hasbargen

(née Dupre)

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## EDUCATION AND TRAINING

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2011 – 2007      Saint Catherine University, Saint Paul, MN  
B.A., Studio Art | Art History; graduated *Cum Laude*  
European Study Abroad Program via UMAIE, “The Modernist Moment” (2013)

## PROFESSIONAL EXPERIENCE

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**Present – 2019      ImageTrend, Lakeville, MN**  
**Application Support Specialist;** The first line of software maintenance and communication between client and other IT staff; assisted in diagnosing and troubleshooting software snafus and performance issues. Built client rapport and fostered healthy client relationships through troubleshooting over constant, clear and consistent communication via emails and calls.

**Present – 2009      Illustration and Fine Art (freelance); Portfolio available on request.**

**2020 – 2019      Edina Public Schools (Mikkonen Music, LLC)**  
**Substitute Music Teacher;** On-call music teacher for after-school programs for early elementary through middle school students of all skill levels. Instruments included piano, guitar and ukulele.

**2019 – 2015      Best Buy, Roseville MN**  
**Sony Experience Expert;** Duties included training and teaching customers about the setup and operation of DSLR cameras and related products on the sales floor and through scheduled classroom settings, creating and maintaining customer relations in order to drive sales and repeat visits. Daily department tasks included merchandise stocking, processing transactions and maintaining displays

- 2015 – 2014**      **Best Buy, Roseville MN**
- Home Theater Specialist;** Sales floor representative, expected to know and utilize product knowledge to the customer's satisfaction. Duties included creating and maintaining customer relations in order to drive sales and repeat visits, as well as daily department tasks, including merchandise stocking, processing transactions and maintaining displays
- 2015 – 2005**      **Evans Music, White Bear Lake, MN**
- Graphic Design and Advertising;** Designed print ads, fliers, in-store signage, website (2012-2013), and recital programs
- 2014 – 2012**      **Air Traffic Kites and Games, Roseville, MN**
- Sales; Built a strong customer base via personable play and product knowledge alike; designed and painted window displays and merchandising areas.
- 2014 – 2012**      **Linder's Garden Center, Saint Paul, MN**
- Cashier and Holiday Gift Personalization;** processed transactions, created and modified custom ornaments and assorted seasonal gifts and toys using painting and calligraphy.
- 2012 – 2011**      **Lifetouch Portrait Studios (JC Penney), Roseville, MN**
- Studio Portrait Photography and Sales;** Responsible for arranging and taking pleasing photos, daily camera and studio maintenance, mild post-production, photo editing and retouching, and pitching and processing product.

## TECHNICAL EXPERTISE

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### Program Proficiency:

- Adobe Creative Suite
- Microsoft Office 365 Suite
- Clip Studio Paint
- HTML and CSS
- ZBrush / Sculpttris
- TVPaint
- Procreate

### Technical Skills:

- Sales and Customer Service; call centers, written correspondence, in-person interaction
- Graphic Design
- Digital Media Production and Post-Production (Photo and Film)
- Electronics
- Social Media Cultivation
- Technical and creative writing and editing

### Workflow and Tools:

- Apple/Microsoft ecosystems; pen display tablets (Wacom & Huion), iPadOS and integrations between them
- Traditional media: Drawing, Photography, Painting (oil and acrylic), screen-printing and typesetting

## EXHIBITIONS/SCREENINGS

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- 2012 Third Prize; Winter Carnival Art Show – Juried art gallery and competition  
Black Dog Café; Saint Paul, MN
- 2011 ‘The Blaze’ Encore – Local Artist Showcase  
Neighborhood House; Saint Paul, MN
- 2011 Framed! – Senior Exhibition; Catherine G. Murphy Gallery  
St. Catherine University; Saint Paul, MN
- 2011 Ariston 2011 Exhibition -Juried student arts and literary publication
- 2009 Ariston 2009 Exhibition -Juried student arts and literary publication  
Mad Hatter’s Teahouse/Saint Paul Gallery of Art; Saint Paul, MN
- 2008 Girls in the Director’s Chair (“Bead Bandit” – Animated),  
Walker Art Center; Minneapolis, MN

## GRANTS AND HONORS

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- 2012 Third Prize – Saint Paul Winter Carnival Art Show (Juried)
- 2011 Graduated Cum Laude; Listed in Who's Who Among American College and  
University Students; Published two pieces in Anthologia, a juried fine arts  
publication (Andrew J Miller, Sonia M Miller); Published five pieces in the  
Ariston, Saint Catherine’s juried student art publication
- 2008-2010 Academic Dean’s List  
2009 Margaret C. Ryan Scholarship for Students Majoring in the Arts -  
“Outstanding Academic Accomplishment;” Published two pieces in the Ariston,  
Saint Catherine’s juried student art publication
- 2007 Saint Bernard’s School: Salutatorian, Art Award, English Award, Social Studies  
Award, John Phillips Sousa Music Award, Benedictine Award; Artwork on  
display at the Saint Paul Priory
- 2005 Artwork featured on billboards for the Mall of America’s “More Ways to be  
You” campaign

## REFERENCES

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Liz Mettille

Support Manager, ImageTrend Inc

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Henry Mikkonen

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