

EXECUTIVE SUMMARY

Perceptive educational administrator with seven years' experience building close relationships while maintaining meticulous professionalism. Academic lecturer and improv instructor with overwhelmingly positive course evaluations, described by students as "fun, engaging, and encouraging." Worked in 43 states in addition to Canada, Cuba, and Bahrain. Collaborative, articulate, and a consistent record of clarity, administrative accuracy, and client satisfaction.

PROFESSIONAL EXPERIENCE

The Hideout Theatre, *Corporate Program Director/ Faculty (Formerly Operations Manager and Corporate Sales Support Specialist)*, Austin, TX; May 2016 – Present

- Oversaw a 90% growth in corporate program sales (team-building workshops and private improv performances) for 2016 in comparison to 2015 and all previous years.
- Facilitate corporate improv workshops and team-building sessions for clients across a range of fields and disciplines, including Whole Foods, Spiceworks, Modernize, T3, Texas Nurses' Association, Round Rock ISD, Austin Bat Cave, and others.
- Developed client proposal materials, which are now used in selling corporate programs, to all potential clients, both those familiar and unfamiliar with the benefits of improv.
- Wrote The Hideout Theatre's Code of Conduct. Drafted several iterations, incorporated feedback from the business owners, and supervised the Registrar in distribution.
- Create and distribute print/digital materials advertising corporate program offerings.
- Assess clients' professional development needs and aid them in tailoring a corporate training offering to fit their desired goals and outcomes.
- Service clients' accounts via an Asana-based CRM, including invoicing, creating bills for facilitators, and generating additional business with previous clients.
- Coordinate on and off-site private improv performances with clients, including setting rates, negotiating technical requirements, casting performers, and collaborating with professionals from off-site venues to provide a sleek, entertaining product.
- Teach all 6 levels of adult improv classes offered at The Hideout.
- Serve as a traveling instructor for the Hideout Kids program.
- Currently, writing the curriculum for The Hideout's first-ever directing class.

Leichter Law Firm, PC, *Administrative/Legal Assistant*, Austin, TX; July 2015 – May 2016

- Drafted, reviewed, and edited correspondence for 8 attorneys litigating high-stakes administrative law cases protecting medical, legal, and other licensed professionals.
- Fielded approximately 200-300 incoming calls per day from potential, current, and former clients, opposing counsel from Texas State Licensing Agencies (Texas Medical Board, Texas Board of Nursing, etc.), and office/legal vendors.
- Conducted and presented research projects for case support to the firm's attorneys.
- Maintained and organized paper and electronic client files, including updating the closed client file database, retrieving information from client files for correspondence, and preparing client files for Informal Settlement Conferences and formal Administrative Hearings.
- Processed client payments, input payment records, and cross-checked amounts due against client retainers.
- Organized case documentation and files during hearings and client meetings.
- Inventoried and stocked firm with essential office supplies and on-demand food items.

Baylor University, Graduate Lecturer/Assistant, Waco, TX; August 2012 – June 2015

- Taught 6 sections of Theatre Appreciation and 2 sections of Acting for Non-Majors, instructing over 500 undergraduate students and designing curriculum for each course.
- Provided research and administrative support for the Associate Chair of the Department of Theatre Arts, including source verification for scholarly publications, guest lectures in theatre history and acting courses, and organizing/distributing course materials.
- Served as Teaching Assistant for 4 sections of Theatre Appreciation, assisting the Teacher of Record by grading exams, answering student correspondence, and maintaining academic records for over 350 undergraduate students.
- Directed over 100 undergraduate theatre majors for Baylor Theatre's workshop and mainstage productions.
- Managed front-of-house operations for Baylor Theatre's 2012-2013 mainstage season, overseeing more than 60 undergraduate ushers and tended theatre patrons' needs.

Missoula Children's Theatre, Tour Actor/Director, Missoula, MT; May 2010 – May 2012

- Weekly, instructed 60 K-12 students in a total of 43 states and three foreign countries in theatrical and collaborative skills necessary to perform in full-length musicals in only a week's time.
- Taught enrichment workshops in improv, stage make-up, storytelling, environmental awareness, and acting skills, among others.
- Generated administrative reports detailing weekly statistics, working conditions, and company vehicle maintenance and maintained a perfect record of sending reports on time and to precise completion.

Traveler Trainer, June 2012 and June 2014

- Trained two first-time Tour Actor/Director teams during their first residency weeks, ensuring success of the team's musical production and implementation of the company's best practices for teaching and interacting with presenters and students.

EDUCATION

Master of Fine Arts in Directing – Baylor University, Waco, TX; August 2015

- Final GPA: 3.94
- Full tuition scholarship and assistantship
- Winner of 6 travel awards to support scholarly presentation at professional academic conferences

Bachelor of Arts in Theatre Arts – Rollins College (Magna Cum Laude), Winter Park, FL; May 2010

PROFESSIONAL SERVICE

Baylor Graduate Student Association, Director of Outreach; August 2014 – April 2015

- Collaborated with other members of the executive cabinet to create social and academic programming for Baylor's graduate student body, boosting event attendance by 70%.
- Managed the GSA's social media accounts (Facebook, Twitter, Instagram), and grew subscriber base by 200 followers.

PROFICIENCIES – Microsoft Office Suite, Quickbooks, Prezi, Adobe Acrobat, Asana, Final Cut