

EXPERIENCE OVERVIEW

- 5+ years of experience in customer service and arts administration.
- Knowledge in front-of-house experiences, marketing strategy and project management.
- Facilitated world-class experiences to crowds as large as 150 people.
- Currently obtaining a Graduate Certificate in Arts Administration and Cultural Management from Humber College.
- Fluent in English, Spanish, French and basic Portuguese.

WORK EXPERIENCE

PACT (Professional Association of Canadian Theatres), Toronto, Ontario May 2022 – Present
Communications Assistant

- Responsible for inbound emails, phone calls to process job board postings.
- Assist members in receiving membership dues invoices and job posting transactions.
- Provide members and external stakeholders with customer service assistance across Canada.
- Collect membership data (location, company size, region/caucus they belong to).
- Maximize company revenue by facilitating purchasing and repeat purchasing of job postings.

Theatre Museum Canada, Toronto, Ontario May 2022 – Present
Marketing & Development Officer

- Collect information for prospective individual donors and foundations.
- Proactively build awareness/understanding of the museum's brand, exhibitions and products.
- Interview prospect researchers for insight in prospect research for arts & culture.
- Researched existing prospect research databases viable for the museum's long-term goals.

Theatre Passe Muraille, Toronto, Ontario Feb 2022 – April 2022
Marketing Assistant

- Researched articles, books / TPM publication for revamped About Us page.
- Collected social media data/analytics and assisted with reporting.
- Managed content calendar and implemented production timelines.
- Edited newsletters, wrote social media copy as per company guidelines.

Lighthouse Immersive, Toronto, Ontario July 2021 – April 2022
Gallery Attendant

- Implemented COVID-19 / exhibition procedures in adherence to government guidelines.
- Advised patrons about pricing and ongoing sales/marketing initiatives from the company.
- Provided world-class customer service to all patrons entering the gallery.
- Informed management of patrons with access needs to receive appropriate accommodation.
- Facilitated crowd control and screening during operating hours.

Kama La Mackerel, Montréal, Québec October 2020
Stage Manager

- Maintained stage area in adherence to COVID-19 procedures.
- Responsible for contacting team members on schedules and production notes.
- Monitored expenses adhering to production, staffing, design, social & health guidelines.
- Drafted contracts and tracked call script and budget/inventories.

Teesri Duniya Theatre, Montréal, Quebec March 2020 – September 2020
Administrative Associate

- Responded to inquiries about events, stage productions and Fireworks Digital Showcase.
- Built awareness of company brand, productions and adjacent initiatives.
- Greeted visitors at performances, directed folks to their seats/washrooms/bar area.

Kama La Mackerel, Montréal, Québec August 2019 – August 2020
Artist Assistant (one-year internship)

- Managed artist's copy for website and social media, among other production needs.
- Executed invoicing system in accordance to artists' ongoing contracts.
- Processed artistic fees and receipts for bookings, expenses, and invoices.
- Perform queue management/ticket scanning at open-mic/spoken word events.

À deux mains / Head & Hands, Montréal, Québec June 2018 – August 2018
Volunteer Coordinator

- Built awareness of the health centre's initiatives and projects.
- Executed volunteer recruitment campaign with projected outcomes.
- Onboarded incoming volunteers on centre's policies, procedures, best practices.
- Produced/maintained welcome package, reports as well as database maintenance.

VOLUNTEER EXPERIENCE

À deux mains / Head & Hands, Montreal, Quebec October 2019 - March 2020
Front Desk Staff

- Answered inbound phone calls and walk-ins, responding to inquiries about the centre's ongoing health/legal programs.
- Conducted in-take for legal clinic & food security programs.
- Executed onboarding for incoming volunteers on operational procedures.

Art Gallery of Ontario, Toronto, Ontario August 2013 – August 2014
Assistant Counselor

- Motivated campers to create unique, original artworks on daily themes.
- Liaised with Lead Counselors on field trip protocols.
- Participated in camp activities and studio art sessions.
- Presented with the "Above & Beyond" and "Outstanding AC" awards.

Royal Ontario Museum, Toronto, Ontario December 2012 – January 2013
Holiday Volunteer

- Facilitated tutorials for dinosaur mask-building in theme to Ultimate Dinosaur exhibit.
- Instructed young visitors on guidelines for Winter Wonderland scavenger hunt.
- Interacted with visitors, showcasing specimens of typical winter animals.

EDUCATION

Humber College – Toronto, Ontario, Canada 2021 – 2023
Graduate Certificate, Arts Administration & Cultural Management

McGill University – Montréal, Quebec, Canada 2014 – 2019
Bachelor of Arts, Art History and Communications Studies

Université du Québec à Trois-Rivières – Trois-Rivières, Québec, Canada Spring 2015 / 2019
Elementary French Certificate / Intermediate French Certificate, French Studies