

Resume 552

Objective:

Highly-motivated, dedicated, and results-driven professional to secure a position with your company in an *Administrative Role, Office, or other position as applicable*, utilizing my skills, training, and experience

Summary of Qualifications:

- Over 10 years of experience working with audio visual technology in various work environments including commercial and residential customers, providing outstanding customer service and quality standards.
- Provides uncompromising highest standards of customer service to both internal and external customers, assisting individuals with their product/service requirements, offering solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse population, recognized for personal and professional integrity and collaborating to develop mutually beneficial solutions through interactions with teams and managers
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Strong skilled in the diagnosis and set up of virtual walls, utilizing various monitors and/or TV screens to create one solid large image and videos for various colleges and universities.
- Knowledgeable regarding the setup of projectors and projections screen; pulling and terminating additional CAT 5 and CAT 6 cables throughout the facility when necessary.
- Dependable, flexible, detail-oriented, conscientious professional, adapting to any educational setting
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks effectively, learns new systems quickly, and completes all assignments on time or ahead of schedule
- Familiar with using computers and multiple software programs, Windows, MS Office, Vectorworks, PhotoShop, Capture, ETC EOS, Grand MA, Crew Manager, and Ion
- Works well independently or collaboratively in a team environment

Professional Experience:

05/21 - Current *Teaching Assistant*

Niagara County Community College, Sanborn, NY

- Prepare and deliver lectures to undergraduate or graduate students on topics such as acting techniques.
- Prepare course materials, such as syllabi, homework assignments, and handouts.
- Evaluate and grade students' class work, performances, projects, assignments, and papers.
- Technical assistant in the theater, helping students create and build sets and run lights.
- Conduct training sessions on use, and design of audio-visual materials and operation of presentation equipment.
- Schedule and maintain regular office hours to meet with students.
- Notify instructors of errors or problems with assignments.
- Tutor or mentor students who need additional instruction.
- Advise students on academic and vocational curricula and on career issues.
- Keep students informed of community events, such as plays and concerts.

09/16 – Current *Box Office / Lighting Designer / Stage Crew*

Rapids Theatre, Niagara Falls, NY

- Furnish customers with information on events or activities.
- Serve as a point of contact between managerial staff and leaders of entertainment activities.
- Control the lights of events, such as live concerts, before and after performances, and during intermissions.
- Diagnose and resolve media system problems.
- Set up and focus light fixtures to meet requirements of theater, concerts, weddings, and special events.
- Meet with managers or other supervisors to stay informed of changes affecting workers or operations.
- Assist bands with unloading and setting up of equipment along with tear down and loading when finished.
- Identify and approve equipment and elements required for productions, such as scenery, lights, and props.
- Sell or collect admission tickets, passes, or memberships from patrons at entertainment events.
- Operate refreshment stands during intermission or obtain refreshments for press box patrons during performances.

09/99 – 10/03

Cast Member

Walt Disney World Resort, Lake Buena Vista, FL

- Performed humorous interpretations of emotions, actions, and situations, using body movements and gestures.
- Portrayed and interpreted roles, using gestures, and body movements, to entertain live audiences.
- Worked with other cast members responsible for lighting, costumes, make-up, and props.
- Performed dances, songs and skits, impersonate mannerisms and voices of others, to amuse audiences.
- Provided information about facilities, entertainment options, and rules and regulations.

Education, Awards, and Certifications:

Bachelors of Arts Degree – Theater - 2012

Buffalo State College, Buffalo, NY

- Who's Who Among Students in American Universities & Colleges
- Casty Award
- Certificate of Excellence – Honors Convocation
- Donald Savage Theater Arts Award

Associates of Science Degree – Theater - 2007

Niagara County Community College, Sanborn, NY

- Outstanding Contribution & Achievement Award