

SUMMARY

Customer service professional and administrator with 10+ years in the performing arts. A highly organised self-starter adept at juggling multiple hats and approaching challenges with a creative, positive attitude. Award-winning smile.

EXPERIENCE

Website Developer, Social Media & Administration *Act. Sing. Dance. Repeat.* **JULY 2023 - PRESENT**

- [Hub for aspiring performers](#), featuring a post-secondary program-finding tool, blog, and Threadless merch store
- Website has 100+ monthly users and features a database of 1000+ programs across Canada
- Implemented custom animations to enrich user experience and brand identity
- Integrated the Patreon API to gate premium features and monetize enhanced listings
- Compiled database content via Google research, and maintain database with custom broken link checker
- Automated key processes with custom coding, including a web crawler that migrated data from a previous project

Key Skills: Next.js, Typescript, JavaScript, Tailwind, HTML, Prisma, Google Search Console, Canva, Affinity Photo, Social Media, Graphic Design, SEO, Blog Writing, Website Administration, Product Design, Data Entry

Brand Ambassador/Team Lead *Proof Experiences, Mustard Lane & Others* **JULY 2017 - OCT 2023**

- Represented companies such as Facebook, Interac, Mentos, Metro, Samsung, Go Transit, and others
- Engaged with 500-1000 people daily by creating impactful customer experiences that contribute to brand loyalty
- Supervised team of 5-30, allocating break schedules, resolving customer dissatisfaction, and coaching BAs
- Monitored stock throughout shift and adapted prizes, maximising promotional impact and participant engagement
- Generated comprehensive reports by consolidating metrics and client feedback at end of activation

Key Skills: Community Engagement, Product Marketing, Team Management, Metrics Reporting, Customer Service

Team Lead / Jazz Dancer *TDC Entertainment* **JULY 2017 - OCTOBER 2023**

- Performed at weddings and corporate events with anywhere from 50-5,000 spectators
- Delivered polished performances with frequent last-minute changes to accommodate unplanned circumstances
- Frequently promoted to a leadership role, coordinating last-minute details with the client and managing the dancers

Key Skills: Dance, Performing Arts, Team Management, Customer Engagement, Customer Service

Administrative Coordinator & Residential Cleaner *iMop* **JULY 2017 - PRESENT**

- Utilised time management skills to provide detailed and efficient cleaning services to both at-home and away clients
- Executed small-business administration tasks including customer service, scheduling and invoicing
- Cultivated long-lasting client relationships through high-quality, adaptable services

Key Skills: Residential Cleaning, QuickBooks, Small Business Administration, Time Management, Communication

Workshop Instructor / Tour Manager *SaskExpress Theatre Company* **JANUARY - MARCH 2019**

- Created and lead the dance portion of musical theatre workshops for K-12 students
- Cast manager on tour, liaising with school principals / facilitators to ensure workshop, performance and meal requirements were organised and accounted for

Key Skills: Teaching, Fitness Instruction, Team Management, Communication

Theatre Usher *Young Centre for the Performing Arts, Cirque du Soleil & Others* **2017 - 2020**

- Ensured guests were greeted, seated, and had a positive experience at the theatre
- Earned a customer service award for "Awesome Smile" at Cirque du Soleil

Key Skills: Customer Relations, Hospitality, Teamwork, Communication

EDUCATION & CERTIFICATIONS

Smart Serve Certified

Lighthouse Labs *Full Stack Web Development Bootcamp* **APRIL 2022 - JUNE 2022**

Hubspot Academy *Multiple Short-Course Certificates in SEO and Digital Advertising* **FEBRUARY 2022**

Royal Central School of Speech and Drama *MA Music Theatre* **SEPTEMBER 2012 - AUGUST 2013**

Sheridan College *Advanced Diploma Music Theatre* **SEPTEMBER 2009 - APRIL 2012**