

Donna Burns
29 S Bay Ave
Highlands, NJ 07732
732.347.4297
Donnamburns923@gmail.com

EXPERIENCE

Ross Brewing Company

Belford, NJ

August 2020 – April 2024

Admin and Events Manager

- Develop and coordinate exciting weekly events that drive customer growth
- Design and strategize large-scale festivals designed to expand brand recognition while safely enjoying alcoholic beverages
- Build a stable revenue stream of private parties and events
- Effectively engage in proactive communication and collaboration with superiors to ensure alignment and mutual understanding
- Coordinate with local bands and vendors for unique on-site entertainment
- Schedule and staff external events such as tastings, festivals, and local vending opportunities
- Ensure the brewery operates in compliance with local state and federal regulations related to alcohol production, health and safety, environmental standards, and other relevant laws
- Created and implemented all tasting room policies and procedures for location opening in April 2023
- Hire, train, and manage brewery taproom managers and staff
- Manage taproom staffing schedule to minimize payroll expenses while maximizing total revenue
- Acquired proficiency in payroll management
- Demonstrate quick and adaptive thinking in dynamic and rapidly changing situations
- Adeptly mediate and facilitate the resolution of interpersonal conflicts among team members

Shore Thing Pet Concierge LLC

Highlands, NJ

January 2020-Present

Owner

- Founded and manage a thriving pet care business, providing exceptional care and services to clients' beloved pets.
- Demonstrate strong organizational skills by scheduling and coordinating pet care services, ensuring seamless operations and optimal client satisfaction.
- Built a loyal and satisfied customer base through attentive and personalized pet care, resulting in repeat business and positive referrals.
- Utilize effective communication to establish rapport with clients and understand their specific needs, resulting in tailored and high-quality pet care services.
- Implement safety protocols and maintained a clean and hygienic environment, ensuring the well-being and health of all pets under care.
- Leverage marketing strategies, including social media presence and word-of-mouth recommendations, to promote the business and attract new clients.
- Demonstrate strong problem-solving abilities by addressing various challenges and unexpected situations in a calm and efficient manner.

Roosevelt Island Operating Corporation

New York, NY

April 2014 – August 2019

Program Manager

- Responsible for continuous planning, scheduling and management of recurring and single-event activities including non-profit events, youth programs, religious events, sports leagues, 5K/10K races, film shoots, and construction work

- Primary point person for accepting and approving permit applications of residents, as well as public and private organizations to ensure compliance with Standard Operating Procedures and governing laws and regulations
- Responsible for overseeing public use of four multi-sport fields, recreation center with pool and multipurpose areas, two community centers, all open park space, and barbecue areas
- Presenting at public meetings to address upcoming events and public matters or concerns related to such
- Multi-tasking and coordinating with various inter-organizational departments including local law enforcement for events occurring on Roosevelt Island to ensure public safety
- Leading and conducting effective internal meetings on a weekly basis with the local law enforcement, Capital Planning Department, and Executive team for recurring and non-recurring permitted events
- Project Management including implementation of a customer-facing permitting portal 'Civic Permits'- an online scheduling and payment portal that empowers internal and external customers to book available facilities
- Continuously evaluating and implementing revised Standard Operating Procedures for the Parks and Recreation Department, which are currently being used as a template for the entire Roosevelt Island organization
- Managing support staff which included scheduling of staff, conducting performance appraisals and ongoing coaching/mentoring to ensure optimal and enthusiastic performance

Roosevelt Island Operating Corporation

New York, NY

January 2007 – April 2014

Program Coordinator

- Exclusively handled all aspects of marketing, scheduling, permitting, accounts payable and receivable for all facilities and open spaces on Roosevelt Island. This included but was not limited to the coordination of recreational fields, parks, gymnasium, pool, large and small-scale film and still photography shoots, weddings and parties, memorial services, corporate events, concerts/festivals, and commercial vendors
- Worked closely with grounds and facilities crews to ensure exemplary client accommodations
- Streamlined tennis court access control, membership protocol for 500+ members
- Maintained daily contact with clients to ensure carefully coordinated and successful events
- Redesigned Parks and Recreation portion of agency website to be more user-friendly
- Established the permitting area as a key revenue stream and was granted additional staff to turn the area into a “department”.

Equinox Fitness, NYC

New York, NY

June 2006 – December 2006

Membership Advisor

- September 2006- finished seventh nationally in sales percentage
- Achieved 110% Elite Sales Status third quarter 2006
- Provided potential new members with tours and various membership options
- Ensured highest quality experience for members by meeting and exceeding their requests

Chelsea Piers, NYC

New York, NY

December 2005 - June 2006

Operations Manager

- Interacted with members and guests to ensure customer satisfaction
- Improvised solutions to both routine and unusual problems that occurred
- Planned and implemented new staff orientation and training
- Primary monitor of 150,000 square foot facility for safety and efficiency
- Developed new recreational programs for current and prospective members

Building Manager

- Monitored staff and inspected center regularly for structural/safety concerns
- Primary liaison between facility patrons and upper management
- Assisted in creating and preparing for special events taking place at the facility
- Coordinated team-building exercises for all student and professional staff

EDUCATION

Rutgers College, Rutgers University, New Brunswick, NJ Bachelor of Arts