

PROFILE

- Engaging, dedicated, and animated Visitor Experience expert and tour guide with a passion for education and communication
- Played a key role in building the Academy Museum's Visitor Experience program: hired a team of 80+; developed onboarding, training, museum policies and procedures, and ongoing institutional practices
- For Disneyland's Tours programs: developed strategy, product, and training materials

EXPERIENCE

Rhode Island School of Design - RISD Museum - Los Angeles, CA

Visitor Services Weekend Supervisor: October 2022 - Current

- Works with Visitor Services Manager to provide direction, supervision and leadership to department staff; contributes to performance evaluations, staffing schedules
- Receives visitors, orients groups to the museum, processes financial transactions and troubleshoots POS system, functions as communications officer for the museum, provides support to Membership team and responds to visitor concerns
- Performs accounts payable functions for department

Rhode Island State Department (Contracted) - Providence, RI

State House Tour Guide: September 2022 - June 2023

- Worked alongside State Librarians to provide tours of the RI State House to visitors, school groups, and RI government officials
- Staffed the State House Visitor's Center, including sales and itinerary planning for Providence and New England for visitors
- Created a new, digitized system annual report for the Tours program

Academy Museum of Motion Pictures - Los Angeles, CA

Manager, Visitor Experience: May 2021 - June 2022

- Coordinated across departments to develop institutional structures and practices with (and after departure of) the Visitor Experience Director
- Oversaw gallery and admissions operations, including online, phone, and on-site ticket sales
- Coached and provided feedback, including conducting individual check-ins and facilitating corrective action conversations when necessary

The Walt Disney Company - Disneyland Resort - Anaheim, CA

Guided Tours Lead, Trainer: June 2016 - April 2021; **Tour Guide:** May 2015 - April 2021

VIP Tours Trainer: October 2018 - April 2021; **Tour Guide:** September 2016 - 2021

Guest Relations Host: November 2014 - April 2021; **Trainer:** September 2015 - June 2017

- Supervised daily operation of Guided Tours business, including: POS operations/ troubleshooting, response to escalated guest concerns and service recovery, audio equipment issue and operations, organization of labor and breaks
- Directed and co-facilitated orientation and on-the-job training to familiarize new guides, trainers, and leads with tour content, leadership functions, and administrative duties; created materials and provided instruction for resort operations, interpersonal communications, business/dining etiquette, and more
- Developed strategy and produces creative assets to launch new offerings/product

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EDUCATION

Experience Design

Bachelor of Arts,

University of Indianapolis