

TAMSEN BROOKE WARNER

HIGHLIGHTS

- Adaptable, dedicated self-starter with a history of progressive responsibility.
- Organizer and curator of Watershed's 28th-30th Annual "Salad Days" Pottery Sale generating ~ \$27k gross revenue in one afternoon.
- Member of the Leadership Team responsible for the merger + rebranding of Waterville Opera House, Maine Film Center, + Waterville Creates.
- Oversaw an historic, 800-seat music + theatre venue with ~ 100 annual event days through collaboration with + supervision of small staff, board, + volunteer teams.

RECENT WORK HISTORY

2021 – 2025 **FINANCE + OPERATIONS MANAGER**

Watershed Center for the Ceramic Arts

2017 – 2021 **EXECUTIVE DIRECTOR**

2016 – 2017 **ASSISTANT EXECUTIVE DIRECTOR**

2014 – 2016 **BOX OFFICE MANAGER**

Waterville Opera House (Waterville Creates)

EXPERIENCE

- **CUSTOMER SERVICES + SALES:** phone reception; greeted visitors; resolved customer concerns + complaints; provided campus history tours; served as organization's representative; cash handling; sales of merchandise, tickets, + products.
- **OPERATIONS + HR:** wrote job descriptions; conducted hiring searches; external payroll reporting; maintained employee benefit programs; annual renewals of state licenses, insurance policies, + certifications; liaised with contractors; negotiated facility rentals.
- **FINANCE:** bookkeeping; A/R + A/P, created + managed ~\$1 million budgets; cash flow projections; bank, credit, + investment account reconciliation; issued 1099 tax forms; submitted quarterly sales tax returns; liaised w/accountants.
- **MARKETING:** maintained website with up-to-date pages, events, photos; recorded radio advertisements; designed posters; curated email newsletter content.

EDUCATION

Present **NB Community College**
IT: Network Administration

2011 **University of Connecticut**
B.A. Stage Management

CERTIFICATES

2026 **Cisco Networking Academy**
Introduction to Networks

2025 **American Red Cross**
First Aid + CPR

2018 **Maine Assoc. of Nonprofits**
Leadership Institute

SKILLS

Technical

- OS: Windows, Mac, + Cisco
- Point of Sale: Square, PayPal, + Shopify
- Bookkeeping: Intuit QuickBooks
- Website Maintenance: WordPress + Squarespace
- Microsoft Office + Google Workspace equivalents: Word, Excel, Teams, etc.
- E-News: Constant Contact, MailChimp

Professional

- Cash Handling
- Customer Service
- Patience + Empathy
- Creativity

REFERENCES

Contact Details Provided on Request

Mark Frost, Instructor
New Brunswick Community College

David S. East, Executive Director
Watershed Center for the Ceramic Arts

Michelle Sweet, Executive Director
Waterville Opera House



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St Andrews, NB