

## Professional Summary

Client Success leader with 15+ years in live arts and entertainment, specializing in audience technology, client portfolio management, and building the operational infrastructure that makes the show run.

## Technical Experience

### Software Proficiencies

Asana • Hubspot • Sparkpost • Spektrix • Zendesk • Smartsheet • Basecamp • DotDigital • Django • Canva • Github • Unlayer • Slack

### Skill Sets

Project Management • Strategic Planning • Client Onboarding • Change Management • VIP & Customer Relations • Data Systems • Experiential Marketing • Ticketing • Hiring, Training, & Management • Stage & Production Management • Theater Operations (Scenic, Properties, Electrics, Audio) • Orchestral & Theatrical Conductor

## Education Background

### Professional Certificates

<b>Project Management Professional</b> , PMI	Upcoming
<b>Project Management Professional</b> , Google	2026
<b>Inbound Marketing</b> , Hubspot Academy	2024
<b>Leadership Development</b> , Westchester Business Council	2017

### Bachelor of Arts

<b>Lafayette College</b> , Easton, PA	<b>2013</b>
A.B. Music, with Honors	
A.B. Government & Law	

## Employment History

Job descriptions & references available upon request.

### Encore Pro (*Activity Stream*) | New Haven, CT

June 2023 - Present

**Senior Client Success Manager** | May 2026 - Present | Director of Client Success: Amy Constantine

Own a defined client segment within the Encore Pro CS team, serving as senior escalation point and strategic advisor for a portfolio of arts, entertainment, and live event organizations. Collaborate directly with the Director of Client Success on team planning and process development; champion team members and translate strategy into ground-level execution. Lead internal initiatives including documentation, onboarding resources, and cross-functional work.

*Client Success Manager* | June 2023 - May 2026 | Director of Client Success: Amy Constantine

### Emelin Theatre for the Performing Arts | Mamaroneck, NY

August 2023 - February 2024

**Ticketing Systems Consultant** | Chairman: Mark Ettenger | Concurrent with **Encore Pro** Role

Aided in the management of Spektrix ticketing and CRM system and advised on best practices related to ticketing, pricing, sales strategy, customer relationship management, and data standardization. Trained incoming Box Office Manager and other staff members on systems and practices.

### Perelman Performing Arts Center • PAC NYC | New York, NY

April 2023 - June 2023

**Audience Services Manager** | Director of Audience Services: Nikki Cooper

Implemented, launched, and maintained Spektrix CRM for a brand new arts organization with 3 flexible venues in 50+ configurations. Supported Spektrix integrations with internal data systems. Developed and oversaw Audience Services operations and best practices.

### Caramoor Center for Music and the Arts | Katonah, NY

December 2014 - April 2023

**Director of Ticketing & Guest Relations** | January 2019 - April 2023 | Chief Executive Officer: Jeffrey P. Haydon, Edward J. Lewis III

Improved Caramoor's relationship with its audiences through high-level customer service, precise analytics, and data-driven sales strategies, including pricing, budgeting, and audience development. Implemented Spektrix CRM, dynamic pricing, season & summer arts passes, among other initiatives.

*Audience Services Manager* | September 2015 - January 2019 | Vice President & Chief Marketing Officer: Tahra Millan

*Box Office Manager* | December 2014 - September 2015 | Director of Audience Services: Sal Vaccaro

### Helen Hayes Youth Theatre | Nyack, NY

November 2014 - June 2020

**Production Manager** | January 2018 - June 2020 | Producer: Danielle Rudess | Concurrent with **Caramoor** Role

Oversaw hiring, logistics, and scheduling of designers and technicians for 15 productions/yr, including 6 full-length, 8 abbreviated, and a pre-professional program. Kept record book of stage directions and notes, called cues for live shows, and managed on-stage and back-stage operations.

*Staff Stage Manager* | November 2014 - December 2017 | Education Director: Lexie Fennell Frare

### White Plains Performing Arts Center | White Plains, NY

June 2013 - November 2014

**Director of Audience Development** | May 2014 - November 2014 | Producing Artistic Director: Jeremy Quinn

Responsible for in-house marketing, digital media assets, and individual giving for 3 annual productions, 2 conservatory programs, and special events.

*House Manager* | September 2013 - November 2014 | General Manager: Kathleen Davison

*Production Assistant* | September 2013 - November 2014 | Production Manager: Karen Loftus

### Williams Center for the Arts, Lafayette College | Easton, PA

September 2010 - May 2013

**House Manager** | September 2011 - May 2013 | Operations Director: Allison Blatt

Managed 25 students ushers. Liaised with artists and management for event operations flow. Managed escalated guest need and access accommodations.

*Box Office Attendant & Usher* | September 2010 - May 2013 | House Managers: Mike Follett & Sheena Seopaul