

Logan Holmes

holmes.logan.e@gmail.com | (432) 853-9482 | Georgetown, TX, 78626

SUMMARY

A driven, highly adaptive, hard-working individual with accomplishments in customer service, engagement, and diversity inclusion. Career goals include working for a highly inclusive and committed theatre that allows me to grow and produce excellence in demanding environments.

SPECIAL SKILLS

PC/Mac OS, Google Workspace, and Microsoft Office; social media (Instagram, Facebook); design software (Canva); ticketing databases (Tix); database management (SQL); AED Certification

ADMINISTRATIVE AND MANAGEMENT EXPERIENCE

Sarofim Box Office Manager, 05/2021 – current Southwestern University, Georgetown, TX
Sarofim Box Office Attendant, 08/2019 – promotion

- Managing financial and business regulations within University systems.
- Supervising Box Office team of six attendants.
- Developing, maintaining, and coordinating a system to track team tasks and patrons' needs.
- Creating and communicating updated COVID protocols and event changes using CRM system.
- Selling tickets, answering phone calls, and providing excellent customer service through problem-solving.

Manager (Stage), Spring 2021 and Fall 2021 Southwestern University

- Organizing and running auditions and callbacks for up to 40 auditionees
- Creating and distributing paperwork including actor/crew information, technical analyses, and meeting reports.
- Facilitated rehearsals for three concurrent productions.
- Organizing biweekly production meetings; leading discussion between multiple directors and designers.
- Maintaining clear and consistent written and verbal communication to teams of up to 60 supervisors, actors, and crew heads.
- Delegating tasks to a team of assistants and technicians.
- Ran and called performances in both a socially-distanced outdoor venue and in a 330-seat indoor theatre, problem-solving backstage when necessary.

Head Technical Assistant, Livestreaming and Sound, 08/2020 – current Southwestern University

- Training new employees ticketing systems, box office protocols, and sound and live-streaming equipment.
- Providing technical assistance during concerts, theatrical performances, and other presentations, such as light board operation, sound board operation, three-camera livestream operation, and general troubleshooting.

First-Year Hall Resident Assistant (RA), 08/2019 – 05/2020 Southwestern University

- Performing various administrative tasks, including weekly reports; attending weekly staff development meetings.
- Facilitating community/relationship building between 28 first-year residents, and event planning/management.

Guest Service Advocate, 05/2019 – 08/2019 Target, Midland, TX

- Handling goods, providing quality guest service, advertising promotions and sales, directing guests and answering questions, and maintaining a clean and organized store environment.
- Supervising the guest service desk as necessary; performing returns/exchanges in a high-stress atmosphere.

EDUCATION

Bachelor of Arts in Theatre, 2022 Southwestern University, Georgetown, TX

- 3.87 GPA

Texas Educator Certificate – EC-12 Theatre

Relevant Coursework: Intro to Arts Administration, Database Management, Stage Management