

ALUMNI CHRONOLOGICAL RESUME

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OBJECTIVE

To combine expertise in art history and experience in museum and gallery settings to obtain a position in visitor services management that engages museum goers from the local community and beyond in meaningful educational and esthetic experiences

RELEVANT EXPERIENCE

The Big Museum, Anytown, CA

Visitor Services Coordinator

Jan 2012-present

- Set objectives for and evaluation to assess superior customer service in line with overall institutional goals
- Select and train 10 department staff members and 100 volunteers; educate team regarding protocols for customer service and emergency procedures
- Meet weekly with interdepartmental peers to share best practices and current policy affecting visitor experience
- Manage schedule to assure seamless coverage at main desk and info points throughout the museum
- Maintain internal website with up-to-date information needed by visitor services team

Visitor and Information Assistant

Sep 2009-Dec 2011

- Interacted with hundreds of visitors per day at main information desk as principle point of contact with museum
- Addressed visitor questions about facility, policies and collection at desk and in galleries
- Supported Visitor Services Coordinator at peak times to maintain coverage and standards for service

City Institute for the Arts, Jonesville, NH

May-Aug 2009

Curatorial Assistant

- Researched and wrote entries in catalogue on 18th c. French Impressionism for upcoming exhibition
- Installed special display of British furniture for museum's centennial celebration
- Maintained TMS database to track object locations in museum during extensive storage reconfiguration project
- Wrote and presented "Spotlight" tours on individual objects; led tours of European galleries for young visitors
- Catalogued new acquisitions; packed objects for loan to other museums

The Gilmore Gallery, Boston, MA

Jan 2007-May 2009

Sales Associate (part-time)

- Greeted and oriented visitors; responded to inquiries concerning represented artists and their works
- Gathered data and photographs for show brochures and gallery website
- Planned and managed large and small scale events including artists' receptions, openings and private viewings

Museum of Women Artists, Mountainview, SC

May-Aug 2008

Education Intern

- Trained in and lead programs to introduce visitors from all walks of life to the museum's collection
- Surveyed visitors on satisfaction with individual exhibits and overall museum experience; entered data and created reports to share with institutional administration

SKILLS

Language: Italian (fluent), Spanish (intermediate), Hebrew (conversational)

Computer: Microsoft Word, TMS, Dreamweaver, PowerPoint, Excel, Lotus, social media platforms

EDUCATION

Brandeis University, Waltham, MA

Bachelor of Arts in Fine Arts (History of Art), and Women's and Gender Studies

May 2009

Italian Arts Studies, Rome, Italy

Coursework and curatorial training in classical art through the Musei Capitolini

May-Aug 2008