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**Education**

**MFA in Dramaturgy & Dramatic Criticism** 2015 –2018 Yale School of Drama, New Haven, CT

* Producing track: classes in organizational structure, strategy, vision, and leadership
* Completed exams in 20th-century American theater and Shakespearean comedies

**BFA in Performance** 2002- 2007Stephen F. Austin State University, Nacogdoches, TX

**Employment History**

**Director of Patron Experience** September 2019 – Present

Theater J, Washington, D.C

* Design and effect the front-of-house experience for patrons, including concessions, the Ticket Office and will-call, house management, lobby signage, volunteer coordination, and other customer experience opportunities
* Develop and co-curate Israeli Theater Collection, including vetting content and coordinating with overseas partners to receive and host online materials
* Write and update website copy for productions, subscription pages, and more
* Co-design and co-lead online Community Reads program
* Assist with New Play Prize initiative, including designing and managing submission and notification process, reading, distributing, and assessing scripts and writers
* Develop and lead accessibility efforts, such as assistive listening devices, large-print programs, ADA compliant seating, and gender-neutral bathrooms
* Plan and effect all short and long-term communications with subscribers
* Train, supervise, and evaluate part-time and full-time ticket office staff
* Build events, offers, and patron records in Spektrix, as well as event web pages and interfaces in WordPress
* Design, complete, and analyze regular sales reports
* Track and reconcile ticket sales, concession sales, and ticket office expenses with managing director and EDCJCC accounting department

**Associate Producer** July 2019 – September 2019

Elm Shakespeare Company, New Haven, CT

* Manage travel, accommodations, meals, water, and general care for company
* Organize and assist with setup of production needs at the temporary, outdoor performance venue, including dressing rooms, backstage, and front-of-house
* Provide dramaturgical support throughout rehearsals and performances

**Company Manager** Jan. 2019 – July 2019

International Festival of Arts & Ideas, New Haven, CT

* Manage travel, accommodations, and hospitality for 250+ artists for 15-day festival per individual contracts and riders
* Apply for visas for international artists
* Hire, train, and supervise a 4-person artist relations staff, as well as oversee the hospitality manager and staff across multiple venues

**Development Associate & Writer** June 2018 – June 2019

Yale School of Drama & Yale Repertory Theatre, New Haven, CT

* Managing editor and writer for the 2018-19 issue of the YSD alumni magazine
* Write solicitation and acknowledgement letters, brochures, and event invitations
* Research current and prospective donors through publicly available sources and Yale-specific databases for fundraising campaigns and event briefings

**General Manager** January 2017 – July 2017

Dwight/Edgewood Project, New Haven, CT

* Hire, contract, and train 22 staff members for 4-week, Yale-ran afterschool playwriting program for local middle school students
* Create curriculum, schedule, and program expectations with producing team
* Manage all program budgets and expenses, including purchases and payroll
* Maintain inventory of all materials for both long-term and short-term needs

**Artistic & Management Associate** August 2013 – August 2015 Westport Country Playhouse, Westport, CT

* Administrate annual season planning process through distributing scripts, facilitating rights procurement, and participating in departmental discussions
* Coordinate auditions for season productions, including preparing casting director contracts, character breakdowns and sides, and managing EPA and non-union calls
* Read and write reports for submitted scripts, as well as maintain submission database and correspondences with artists and agents
* Draft letters of agreement, contracts, and various department communications
* Lead intimate post-show audience discussions for new works, as well as moderate actor talkbacks and other audience engagement events
* Design and execute series of community and education events for WCP productions of *Intimate Apparel* (2014) and *Broken Glass* (2015).
  + Projects and events included: after-school workshops and in-class visits at one high school and two community colleges; moderated post-show discussions with artists and academics; wrote and produced written and video study guides; partnered with local libraries
* Write program pages and created lobby displays for productions
* Develop, create, and manage social media presence and monthly e-newsletter in collaboration with marketing department

**Patron Services Supervisor** March 2009 – July 2013

Westport Country Playhouse, Westport, CT

* Manage the day-to-day operations of the Playhouse box office (Tessitura)
* Train, supervise, and evaluate part-time and full-time staff
* Write and edit promotional materials for season productions and special events

**Leadership, Trainings, and Volunteer Work**

**Washington English Center**  April 2021 – Present

Washington, DC

* Volunteer as one-on-one English conversation tutor with non-native English speakers

**Aspiring Allies Group** 2020 – Present

Edlavitch DC JCC

* Co-plan and co-lead regular discussions and trainings with white-identifying colleagues to educate and empower us to actively recognize and combat racial injustice in the workplace and society
* Serve on Racial Equity task force with BIPOC colleagues and EDCJCC CEO

**theaterWashington** January 2020 – Present

* Helen Hayes Judge – Helen Play Category

**Anti-Racist Theatre: A Foundational Course** September 2020

* Two-day training with Nicole Brewer

**Making the Visual Verbal** February 2020

Washington, DC

* Three-day training in audio description for the arts with Dr. Joel Synder.

**Analyzing & Mobilizing Privilege (AMP)** 2016 – 2018

Yale School of Drama, New Haven, CT

* Served as one of three co-facilitators for student-led group for aspiring allies for social justice

**artEquity**

* Beyond Diversity: Practicing Equity and Inclusion Workshop
* Facilitation for Social Change Workshop

**People's Institute for Survival and Beyond**

* 3-Day Undoing Racism Workshop

**References**

**Jojo Ruf – Former Supervisor**

Managing Director at Theater J (departed July 2021)

[Joanna.ruf@gmail.com](mailto:Joanna.ruf@gmail.com)

**David Kennedy—Colleague and Mentor**

Associate Artistic Director at Westport Country Playhouse

[David.Kennedy@westportplayhouse.org](mailto:David.Kennedy@westportplayhouse.org)

**Emalie Mayo— Former Supervisor and Friend**

Senior Administrative Assistant to the Deputy Dean/Managing Director, Associate Dean, Assistant Dean/General Manager, and Theater Management Department / Project Manager for the Dwight/Edgewood Project at Yale School of Drama

[Emalie.mayo@yale.edu](mailto:Emalie.mayo@yale.edu)

**Jecamiah M. Ybañez—Collaborator and Friend**

Former Artistic Director at Yale Summer (Verano) Cabaret

[jecamiah.ybanez@yale.edu](mailto:jecamiah.ybanez@yale.edu)