

Lauren Elise Krohn (she/her)

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WORK EXPERIENCE

Innovation Arts & Entertainment

Booking Operations Manager (April 2023 - current)

- Builds ticketing for 200+ Broadway tour shows, concerts, family shows, and symphonic shows annually across the US and Canada
- Problem solves production details in advance of event onsale
- Creates ticketing for 9 Broadway subscription markets with 500 subscribers each
- Travels nationally to ensure steady service during large events
- Production Assistant for summer music festival Beach Road Weekend

Customer Service Manager (November 2022 – April 2023)

- Manages customer service and ticketing for patrons in markets across the US and Canada
- Follows up with customers and their ticket orders in all markets
- Creates, tracks, and distributes ticketing reports
- Monitors social media platforms and responds to inquiries
- Supervises a team of customer outreach coordinators

School of Rock DuPage County

Administrative Assistant (December 2021 – May 2022)

- Managed scheduling for 200+ students and their families' music lessons
- Responded to emails, phone calls, and website inquiries
- Engaged with leads, using sales training and customer service skills to increase enrollments
- Oversaw both digital and physical aspects of school organization
- Trusted with confidential HR materials

Digital Media and Marketing Associate (May 2021 – May 2022)

- Produced and distributes monthly newsletters and social media campaigns
- Maintained CMS platforms for three separate websites
- Created media designs for Facebook, Instagram, and website posts
- Instructed 3 to 7-year-old musicians in summer camps

Freelance – Stage Manager (2018 - current)

- Works within Chicago, nationally, and internationally at CAT, LORT, and non-equity theaters
- Experienced in opera, musicals, plays, dance, and immersive theatre
- Knowledgeable in working under IATSE, AGMA, LORT, and CAT rules
- Various positions in stage/production management, FOH, lighting, and backstage crew

Separate resume detailing further theatrical experience/work locations available upon request

EDUCATION

Syracuse University (Class of 2022)

- Graduated Summa Cum Laude
- BFA Stage Management
- BA Psychology
- Renée Crown Honors Program
- Archbold Day Scholarship for Leadership

SKILLS

Computer skills: Microsoft Office, GSuite, Zoom, Shopify, Airtable, Archtics, TM1/TM Sales, Tessitura

Soft skills: Organization, initiative, management, customer service, people-reading, empathy

Language skills: English: fluent // German: conversational

Other skills: Valid drivers license, First-Aid, certified theatrical child supervisor