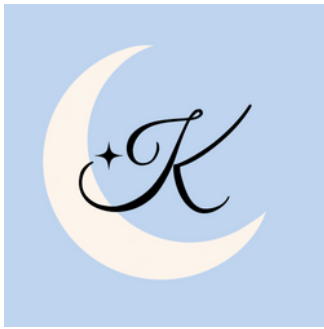




✉ kellylong620@gmail.com
☎ (570) 367-3732

EDUCATION

- **Seton Hill University**
BFA Musical Theatre
BA Theatre Business
Anticipated Graduation 2025
- **Nazareth College of Rochester**
BFA Musical Theatre
2021-2022

SKILLS

- Microsoft Suite
- Customer Service
- PA Driver's License
- Leadership
- Communication Skills
- Experience with Spektrix
- Experience with Salesforce

Kelly Long

Entry-level professional with excellent interpersonal skills, seeking a position in theatre sales or management

WORK EXPERIENCE

The Glimmerglass Festival | Box Office Apprentice *June 2023 to Present*

Assisted patrons in purchasing tickets in person and over the phone for the opera's current and upcoming season. Helped troubleshoot seating issues and facilitate exchanges of tickets. Shared information regarding current and upcoming events such as dates, times, ticket prices, locations, and descriptions. Assisted patrons with print at home ticket issues prior to performances.

Seton Hill University Theatre & Dance | Student Electrician *September 2022 – Present*

Under direction of theatre faculty and staff, perform varied tasks in the creation of theatrical productions. Theatre Electricians are responsible for hanging, focusing, and wiring the lights for all productions in the Performing Arts Center and the Seton Hill Arts Center. Additionally, they are responsible for maintenance of department equipment and facilities.

Millbrook Playhouse | Theatre Camp Staff *August 2019, 2020, and 2022*

Taught middle and high school aged students theatre fundamentals. Protected children from avoidable injuries through active management of camp activities. Assisted in producing *The Lion King JR.* and *Legally Blonde The Musical JR.* by demonstrating choreography, working in costuming, including taking in costumes, planning quick changes, and acting as a dresser, as well as aiding in music learning. During 2020, aided in following covid prevention protocols such as mask-wearing, sanitization, and distancing.

Nazareth College | Student House Manager/Box Office Staff *August 2021 – May 2022*

Student House Manager

Assisted patrons with locating seats and other locations, such as restrooms or concessions. Enforced theater rules, such as limitations against photography and cell phone use. Welcomed guests with friendly conversation and comprehensive support. Distributed programs to incoming patrons seeing plays, musicals, and other special events. Settled seating disputes and helped to solve other customer concerns. Oversaw student ushers and trained them in their responsibilities. Communicated with stage management, as well as ushers and the box office staff.

Box Office Associate

Assisted patrons with purchasing tickets for events and monitored ticket sales through Spektrix. Kept track of will-call tickets. Assisted patrons with directions to various locations such as theaters and restrooms. Communicated with Front of House staff to ensure an accurate house count.