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# IAN GEERS

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## Profile

Due to my undergraduate degree being in the Performing Arts, I've found its lessons of compromise, time management, and clear communication invaluable in any workspace. I look forward to a fast-paced, challenging work environment and to work with a team of hardworking peers as malleably as is asked of me.

## Experience

### **Home Chef: Temporary: March 2020 - March 2022, Remote**

Customer Service Representative, listening and resolving customer complaints, navigating new company software, implementing company-wide policy through Zendesk

### **The Federal Savings Bank: October 2020 - October 2021, Remote**

Jr. Closer, keeping detailed lists of dozens of purchase and refinance housing loans, their accompanying documents, reviewing for discrepancies and communicating between departments via Microsoft Teams, Zoom, Outlook, Slack, & Encompass

### **A Crew of Patches Theatre Company: Sept 2016 - Current, Seasonal**

Company Manager, Arranging and contacting performance venues, Organizing actor carpools, managing payment, maintaining open communication between clients, schools, and staff, keeping updated lists of prop, costume repairs via Excel, Outlook, & Gmail

### **Michigan Shakespeare Festival: May 2016 - August 2019, Seasonal**

Company Manager, Organizing and tending to employee needs across departments, distributing weekly payment, maintaining connections and relationships with clients, donors, and festival staff

### **University of Chicago: October 2018 - May 2019, Chicago, IL**

Clerical Assistant in Provost's Office, organizing files, archiving and creating Retiree Database

### **Metropolitan Schoolhouse: January 2016 - April 2017, Chicago, IL**

Math/Science Teacher (ages 7-13), Creating and Implementing Original Lesson Plans, Adhering to State Mandated Common Core Curriculum, Manage Classrooms

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## Education

**Boston University** - BFA Acting/Theatre Arts; Magna Cum Laude; GPA 3.96

**Harvard University Graduate Online School** - Certificate of Completion: Math Instruction through Feedback

## Communication

Regularly engaged up to 300 passengers/customers/students or more in various roles with fully memorized, succinct scripts, product information, and specialized individual attention when necessary. Acted as liaison between students and teachers, troubleshooted conflicts between peers, superiors, and customers, using effective listening tools and understanding of feelings, thoughts, and actions others.

## Leadership

Instructed Students between the ages of 8-18, leading classes, exercises, and promoting effective team building through strong focus on strength of ensemble, in addition to organizing and creating lesson plans. In Group Organization I've distributed roles and assignments to multiple teams in order to achieve a set of goals. This included continually making difficult decisions, thinking on my feet in high pressure situations, and being malleable under time constraints.

## Programming

Drafting official e-mails, schedules, and newsletter material for multiple purposes, ranging from class use to high-profile events through Microsoft Word, Microsoft Teams, Power Point, Excel, Zendesk, Lessonly, Mac Pages, Keynote, Numbers, Facebook, Tumblr, Instagram, and iMovie. Editing audio and podcasts via GarageBand, Audacity, LogicPro

## References

Janice L. Blixt - Artistic Director of Michigan Shakespeare Festival -  
janicelblixt@gmail.com

Dr. Yordan Shabazz - Sports Manager, Forensics and Public Speech Instructor at  
Indian River High School - prospeakforathletes@gmail.com

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