

LINDSEY LAVERGE

GALLERY PROFESSIONAL | EXECUTIVE ASSISTANT

Accomplished Executive Assistant with a formal education in Fine Art Gallery Management looking to leverage thirteen years of exceptional customer service and passion for the arts toward a position within the arts industry. Keenly interested in sharing the unique and creative talent the Pikes Peak Region has to offer with other residents and visitors.

SKILLS & EXPERIENCE

CREATIVE INDUSTRY:

- Fine Art Gallery management skills and experience, including event hosting and daily reception
- Display and exhibit planning, preparation, and maintenance
- Tenacious self-starter – Independent pop-up gallery coordination and execution
- Extensive background in public relations, to include donor communications, and funding management
- Skilled communicator – Formal business communications and gallery copy writing for marketing, advertising, and website content
- Formal Education in Fine Art Gallery Management and Museum Studies

CUSTOMER SERVICE:

- Extensive background in high-end customer service, sales, and brand advocacy
- Gold Rated Hospitality award recipient for guest satisfaction and service, via Choice Hotels
- Sagacious client conflict resolution skills and effective complaint mitigation experience
- Keen ability to utilize attention to detail, patience, and empathy to ensure client satisfaction
- Completion of University Safety and Sexual Harassment Training

MANAGEMENT & ADMINISTRATION:

- Adept staff management and training skills – Supervised retail staff and research teams of up to seven
 - Proven dedication and enthusiasm toward achieving company goals, including growing revenues, cultivating client relationships, and providing exceptional service
 - Point of sale system administration and inventory management skills
 - Ability to efficiently coordinate multiple vendor and internal resources
 - Strong Microsoft Office Suite and Adobe Suite proficiency, with a typing rate of 55 WPM
 - Efficient organization, prioritization, and multitasking abilities
 - Proven ability to implement and adapt to procedural changes, including policy and SOP generation
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RELEVANT WORK HISTORY

GALLERY ASSISTANT AND GUEST SERVICES: University of Colorado Galleries of Contemporary Art, R.O.A.R. Office, Library (Colorado Springs, CO) | **2007-2010**

Employment and paid internship with UCCS Galleries of Contemporary Art. Launched the opening and oversaw first exhibitions at satellite campus gallery, GOCA121. Daily orchestration of guest and donor communications, exhibit preparation, and reception for both locations. Facilitated gallery events, designed and disseminated marketing materials, aided in artist outreach, and served as Gallery Visitor Guide. Simultaneously employed by UCCS as Student Organization Information Resource Agent in the ROAR Office, and Library Circulation team member.

EXECUTIVE ASSISTANT/MARKETING/RETAIL MANAGER: Personal Touch Landscape & Gardening, WWC (Colorado Springs, CO) | **2010 – 2017.**

Hired as Retail Sales team member, promoted to Retail Manager within one year, then to Cross-Media Marketing Director, and resigned as Head of Marketing and Executive Assistant. Spearheaded in-house CRM development, while managing public relations and marketing. Ensured company met state and federal industry compliance requirements, and supervised retail staff and operations. Controlled company website and implemented responsive design launch, resulting in a 209% traffic increase from cell phone users, and 92% overall traffic increase over one year. Utilized SEO skill base to expand organic website clicks by 165% in one year. Authored web content achieving 120% increase in length of time spent on web pages.

ARTISAN BOUTIQUE MANAGER: Caravana, LLC: Melissa laquilino Jewelry Designs (Sedona, AZ) | **2017– 2018.**

Retail Manager and key holder for high-end boutique in Tlaquepaque Arts and Crafts Village, specializing in artisan jewelry and upscale fashion. Developed point of sale procedures, delivered exceptional customer service by consulting with clients and providing information about designs, artists, and manufacturing techniques to facilitate the sale of large ticket items. Managed and monitored social media accounts, promoted featured artists, and boosted brand awareness. Investigated and resolved operational and client concerns.

EDUCATION **BACHELOR OF ART DEGREE:** University of Colorado at Colorado Springs | **2007-2011**

Bachelor of Art in Communication with Minor in Fine Art Gallery Management and Museum Studies. Graduated with Magna Cum Laude and Dean's List Honors. Courses of Note: Gallery and Museum Collections Care; Contemporary, Social, and Experiential Art Movements; European Art Throughout the Cold War.

HIGH SCHOOL DIPLOMA: Nikola Tesla High School/GLOBE Charter High School | **2003-2006**

Received High School Diploma via accelerated graduation at Nikola Tesla High School after transferring from GLOBE Charter High School. Courses of Note: Art History; Photography; Watercolor I; Band; Yearbook Editor; Student Council Secretary.

VOLUNTEER EXPERIENCE **CULTIVATING HOPE PROJECT:** Colorado Springs, CO | **2012**

Developing officer of 501c3 Community Outreach non-profit Cultivating Hope Project, focused on re-landscaping and beautifying homes and public spaces affected by the Waldo Canyon Fire. Directed donor and volunteer coordination, and monitored project tracking. Managed social media and advertising.

PENROSE PUBLIC LIBRARY: Colorado Springs, CO | Summer & Fall **2003-2006**

Tutoring young readers, circulation desk attendant, assistant to youth activities, collection care.

REFERENCES AVAILABLE UPON REQUEST.