Isabel Gonsalves Nichols

617-913-3054 | Isabelgn1234@gmail.com | Boston, MA

PROFESSIONAL SUMMARY

Dedicated and highly organized Arts Administration professional with 6+ years of experience in venue operations, membership management, and box office services. Proven track record in enhancing the patron experience through inclusive communication and strategic relationship building. Adept at managing high-volume ticketing and VIP services for diverse audiences in the Boston arts scene.

SKILLS & CERTIFICATIONS

- **Patron Services:** VIP Relationship Management, Membership Stewardship, ADA Compliance, Conflict Resolution.
- **Operations:** Box Office Management, Settlement Reporting, Venue Logistics, Inclusive Communication.
- **Technical:** Google Analytics Certified, Google Suite, Microsoft Office, CRM/Ticketing Software.
- **Certifications:** Certified Customer Service Professional (CSIA), Understanding Disability Rights & the ADA (PYD).

EXPERIENCE

Spectacle Live | Boston, MA

Premiums & Memberships Manager | *Oct 2023 – Present*

- Lead membership and group sales strategy, consistently generating **$20k in monthly revenue**.
- Act as the primary venue liaison for donors and members, ensuring a high-touch, premium audience experience.
- Collaborate with marketing and production to align front-of-house operations with venue programming goals.
- Utilize member feedback to implement data-driven improvements to patron services and engagement.

Roadrunner (3,500 capacity) | Boston, MA

VIP Coordinator | *March 2022 – April 2023*

- Coordinated all VIP logistics, including guest list management, greeting, and on-site hospitality for high-priority patrons.
- Managed a dedicated VIP service team and oversaw the setup of exclusive audience lounges.
- Liaised with tour reps and operations to ensure seamless entry and accommodation for all guests.

City Winery (800 capacity) | Boston, MA

Box Office & Concierge | *March 2021 – March 2022*

- Executed high-volume ticket sales and refunds while troubleshooting seating and accessibility issues.
- Supervised ushers and front-of-house staff to maintain service standards and efficient patron flow.
- Maintained daily concierge logs and settlement sheets with 100% accuracy.

EDUCATION

Loyola University New Orleans | New Orleans, LA

Bachelor of Science in Popular & Commercial Music | *Magna Cum Laude*