

# REBECCA MUSZYNSKI

## SUMMARY

Creative and dynamic administrator with an eagerness to learn and be challenged. Utilizes exemplary communication to build and maintain lasting, positive relationships. Adept at working effectively to achieve goals both as a collaborative team member and individual contributor. Worked part-time throughout undergraduate and graduate programs. Flexible, organized, and efficient.

## PROFICIENCIES

Communication  
Organization  
Priority Management  
Customer Service  
Creative Problem-Solving  
Interpersonal Skills

Public Speaking  
Leadership  
Time Management  
Event Planning  
Writing

Microsoft Office Suite  
CRM and Database  
Adobe Acrobat Pro  
Social Media  
Website Building (Wix)

## CONTACT

@ rebecca.muszynski@gmail.com

(847) 271-7610

rebeccamuszynski.com

Chicago, IL



## EXPERIENCE

Development Assistant - HR & Front Office (Contract)

**University of Chicago - MBSD** 10.2019-Present

- Serve as the first point of contact for all who enter the MBSD office: Greet, host, and assist all visitors, fostering an excellent guest experience
- Manage incoming emails and telephone calls and take the appropriate action for answering or resolving questions while providing exceptional customer service
- Manage the resolution of routine and complex inquiries, seeing each through to completion, while maintaining the highest level of customer service
- Review the contents of all incoming mail; accountable for ensuring checks are processed by the appropriate MBSD delegate

Youth Supervisor & House Manager

**Private Families** 07.2014-09.2019

- Adapted to the schedules of multiple families and their children's individual needs
- Coordinated and facilitated developmentally appropriate, educational activities
- Demonstrated consistent communication and creative problem solving techniques

Service Coordinator

**ThermFlo, Inc.** 01.2015-08.2016

- Coordinated emergency and maintenance-related service calls from customers
- Dispatched technicians accordingly and efficiently
- Maintained proper inventory lists, created and closed work orders and maintenance requests
- Ensured proper billing was executed and received in a professional and timely manner

Receptionist (Contract)

**Schaumburg Township** 12.2014-01.2015

- Operated switchboard and provided prompt and professional assistance to all visitors

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🌐 [rebeccamuszynski.com](http://rebeccamuszynski.com)

Chicago, IL



Co-Founder/Artistic Director

**Rally Theatre Company** 10.2013-08.2014

- Established a mission statement and business plan that embodied the company's ambition
- Created and maintained a database of contacts relating to audience, casting, play submissions, and professional networking opportunities
- Engaged and informed followers of new work through a positive social media presence
- Developed and maintained all content and design components for the company website

Audience Development Coordinator

**Citadel Theatre** 11.2012-03.2013

- Corresponded with members of community and local retirement homes to expand audience base and coordinated special events and performances for group outings
- Reorganized and maintained business and audience contact information into a newer, more efficient database

Switchboard Operator

**Butler University** 01.2010-05.2012

- Answered and directed all calls to the university's main phone line while providing necessary information and upholding the positive and professional reputation of the school community.

## INTERNSHIPS

Education & Marketing Intern

**Emerald City Theatre** 05.2012-08.2012

- Collaborated with professional teaching artists to develop and facilitate lesson plans for children ages 3 to 13
- Communicated crucial information to children and their parents regarding Emerald City classes and events
- Managed community outreach and networking databases for Emerald City's marketing department

Education & Community Programs Intern

**Lookingglass Theatre Company** 05.2011-08.2011

- Coached and instructed theatre students through intensive devised theatre program
- Adapted brief folk tales into full-length plays with original choreography and songs
- Assisted the Community Programs department with event planning for their annual gala as well as community outreach programming

## EDUCATION

**The University of the Arts / Pig Iron**, Philadelphia, PA

MFA - Devised Performance

08.2016-12.2018

Completed a 2.5 year Master's program in collaborative theatre creation. Relevant Production Management work included event planning, marketing, interpersonal communications, organization, technical management and design, and community outreach.

**Butler University**, Indianapolis, IN

BA - Theatre Arts

08.2008-05.2012

Completed a 4-Year liberal arts program with a focus on theatre and education.