

Lindsey Kenning

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PROFESSIONAL EXPERIENCE

Owner/Operator, PAPA MURPHY'S TAKE 'N' BAKE PIZZA, Steamboat Springs, CO May 2014 - July 2017

Papa Murphy's sells fresh, handcrafted pizzas ready for customers to bake at home.

- Successfully built a culture of operational excellence with cumulative guest satisfaction ratings exceeding the system average; guest scores are based on friendliness, cleanliness, speed of service, and food quality
- Responsible for operational duties including product inventory, staff recruitment, development, and retention
- Achieved double-digit net sales growth in 2015 and 2016
- Drove increased earnings by focusing on operational and marketing efficiencies
- Supported a variety of community entities through "Raise Some Dough" fundraising events

Enterprise Marketing Coordinator, ALPINE BANK, Steamboat Springs, CO Oct. 2013 - July 2017

Alpine Bank is an employee-owned financial institution with 38 locations across Colorado from Denver to Durango.

- Executed, edited and proofread branded copy for marketing campaigns, materials, and company website
- Contributed to creative branding development and partnered with a variety of departments to uphold compliance standards across all platforms
- Produced and drove content creation for a variety of internal and external campaigns and initiatives
- Edited and contributed to Community News, a biannual publication; Environment Report, an annual publication; and Financial News, a monthly e-newsletter

Account Manager, PORTICO BY EXCLUSIVE RESORTS, Denver, CO Sept. 2012 - Sept. 2013

Portico by Exclusive Resorts is a private club that provides access to luxury vacation properties worldwide.

- Managed all aspects of approximately 100-135 club member accounts while achieving company goals
- Built revenue generation through member rapport, club affinity and exceptional relationship development
- Facilitated new member orientations, created and monitored incoming reservations, managed pre-arrival vacation planning, and maintained constant communication with members to ensure usage and satisfaction
- Served as liaison between members and on-site staff to define, secure, and execute vacation arrangements

Account Manager, CLOUD 9 LIVING, Boulder, CO Aug. 2009 - Sept. 2012

Cloud 9 Living is an e-commerce experience-gift company that offers unique and memorable experiences as gifts.

Promoted from Customer Experience Coordinator in March 2011.

- Managed, researched, established, and maintained over 600 new and existing vendor accounts; negotiated rates, reviewed contracts, and handled accounts payable inquiries
- Managed over 1,800 online product listings, pricing and merchandising; wrote copy using SEO best practices
- Contributed to strategic partnerships with companies including JPMorgan Chase and Intercontinental Hotels Group by fulfilling orders, managing custom catalogs, and researching and responding to inquiries

Venue Staff Member, FOX THEATER, Boulder, CO Nov. 2003 - April 2011

- Administrative Assistant: Reviewed artist contracts, maintained show files, prepared and made bank deposits
- Box Office: Responsible for selling tickets and providing excellent customer service
- Merchandise Sales Associate: Accurately and attentively sold merchandise for touring acts, managed inventory, accurately reconciled cash and receipts, collected sales tax and venue percentage at settlement

Assistant Box Office Manager, BOULDER THEATER, Boulder, CO Aug. 2007 - Aug. 2009

- Assisted manager with daily functions and staff development; acted as manager on duty during events
- Provided excellent customer service in a fast-paced environment
- Accurately reconciled cash and receipts from daily transactions; administered Front Gate Solutions' web-based ticketing system and prepared staff for large on-sales

Box Office Manager, CHAUTAUQUA AUDITORIUM, Boulder, CO April 2006 - Oct. 2008

Promoted from Assistant Box Office Manager in Sept. 2006.

- Hired, trained, scheduled, and managed team of up to 10 individuals each season for two concert seasons
- Provided a joint box office for both Colorado Chautauqua Association and Colorado Music Festival; developed a reputation amongst staff members, board members, and customers for providing a positive service environment
- Created comprehensive box office manager and seller manuals; evaluated and revamped procedures

EDUCATION

University of Colorado, Denver, CO

B.S. Music Industry Studies - Music Business

Degree Awarded: May 2007