

JANETTA SHERRELL GOINES

(708) 601-1607 * Janetta.Goines@gmail.com

Work Experience:

Bassist

SIX The Musical-Aragon Tour

North American Tour

March 2022-Present

Front of House Associate Operations Manager/Front of House Manager

Broadway In Chicago - Chicago, IL

December 2017- September 2021

- Lead a team of 180 employees across four Broadway Theaters, totaling 7,200 guest seats, for up to 32 performances weekly
- Recruit, hire and train all front of house operations employees from Ushers through House Managers
- Schedule and approve payroll for 150 Ushers covered by a union contract
- Plan and execute customized logistics for each production including show holds, seat kills, evacuation plans and special events at the direction of the Company and Stage Managers
- Partner with internal teams including Security, Maintenance, Merchandise and Concessions, as well as external vendors including Ticketmaster to troubleshoot and problem-solve operational challenges

Guest Experience Manager

Walt Disney World- Orlando, Florida

January 2017-November 2017

- Led the daily operation of a team of 40 employees responsible for maintaining facility cleanliness and providing exceptional guest service
- Managed labor budget by planning staffing and making operational adjustments
- Ordered supplies and managed inventory for daily operational needs
- Partnered with multiple lines of business such as Food and Beverage, Merchandise, Entertainment and Engineering to ensure all Guest experiences are exceeded
- Provided continuous improvement feedback for employees to improve quality and efficiency of job performance

Band Director/Assistant Band Director

Hoover-Schrum Memorial and Thornton Fractional North High School- Chicago, IL

June 2011- June 2016

- Directed high school, middle and elementary school instrumental performers, such as marching band, percussion, symphonic band, concert band, soloist, and ensembles
- Compiled budgets and cost estimates based on documented program needs
- Planned and used appropriate instructional and learning strategies, activities, materials, and equipment, based on each student's individual needs
- Provided assistance for band participation at extracurricular events, including concerts, football games, pep rallies, parades and competitions

Related Experience:

Assistant Project Manager - Chicago Shakespeare Theater

Youth Events Coordinator – Walt Disney World

Education: BA - Columbia College Chicago 2016 (Dean's list GPA-3.5)

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Skills:

Musician & Instructor

Venue Operations Management

Event Planning

Microsoft Office

First Aid & CPR Certified

Celebrity Management

Managing Budgets & Payroll