

Paula O. Lockhart

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PROFESSIONAL SUMMARY

A high impact, detailed-oriented art education professional with 15 years of experience in education, customer service, operations management, strategic planning, and development who thrives on delivering outstanding student and guest relations and delivering memorable experiences. Data-driven problem solver known for designing and delivering innovative solutions using data, analytics, creativity, and metrics. Service-obsessed team player with a record of accomplishment of purposefully collaborating with clients, partners, and team members to deliver a best-in-class experience.

Areas of professional expertise:

- Organizational Development
- Art Education
- Financial Stewardship
- Project Management
- Cross-Cultural Communication
- Administrative Organization

EDUCATION

Master of Fine Arts, Theatre Performance (Dec. 2021). University of Louisville

Bachelor of Arts, Theatre (May 2014). Wesleyan College

Bachelor of Arts, Communication (May 2014). Wesleyan College

Accomplishments

- Fund for Arts Black Artists Grant Recipient 2020
- Actively educates wide variety of ages since 2015 on theatre history and various types of theatre
- Designed curriculum for Commonwealth Theatre Center
- Planned, developed, and created the Inclusion, Diversity, & Equity Awareness Society (IDEAS) at Commonwealth Theatre Center

PROFESSIONAL SKILLS DEMONSTRATED

Kentucky Performing Arts

Louisville, KY

Associate Director, Governor's School for The Arts

February 2021-Present

Reinforces advancement of administrative functions of GSA by providing leadership, supervision, organization, and administration of its offices, programmatic functions, compliance, and staff and contractor personnel. Additionally, Paula collaborates with the GSA Executive Director on short- and long-term strategic vision for GSA's sustainability is responsible for follow through on new and ongoing projects.

- **Leadership:** with the consultation and support from Executive Director, direct all operations of the summer programs. Directly supervise two full-time non-exempt positions and approximately 30-35 part-time summer staff positions and their accompanying hiring and training processes for each of two summer programs

- **Resource Management:** Oversee the effective and professional management of the GSA office at Kentucky Performing Arts and off-site during summer programs, sometimes in a high-pace environment. Direct the planning and execution of all GSA programs and events including, but not limited to, statewide auditions and reviews, student application process, preparatory workshops, faculty meetings, staff trainings, recruitment events, and other activities. Serving as liaison with Communications

department, oversee/delegate the needs and timeline for all communication and marketing pieces. Provide direction for GSA administrative processes including fiscal management, contract compliance, payroll processing, and risk-management.

- **Communication:** Serve as primary source of communication for planning, coordination, logistics, etc. for GSA events year-round (auditions, workshops, summer program, etc.) to a variety of audiences (independent contractors, part-time staff, etc.).

Muhammad Ali Center

Louisville, KY

Assistant Manager of Visitor Services

July 2018-December 2020

Directly responsible for managing the operating structure for the visitor services department. Ensures the proper coordination of the operation and sales of the online store and managing the order fulfillment process.

- **Organizational Strategy & Development:** Plan and coordinate the development of major products while increasing overall revenue for a 2019 revenue of over 1 million dollars
- **Project Management:** Acted as project manager and webmaster throughout the implementation of the new eCommerce store. Successfully led the design and implementation planning efforts, with a primary focus on increasing overall engagement and order processing
- **Technical Support:** Managed the troubleshooting process for all technical problems as the first point of contact. Manages and prepares reports, while tracking monthly website visit statistics

The Commonwealth Theatre Center

Louisville, KY

Theatre Arts Educator

August 2017 – Present

Designed and implemented introductory to advanced curriculum in theatre history, devising, and acting. Taught ages six through eighteen.

- **Lesson Plan Development:** Created detailed lesson plans that utilized cooperative learning to discuss critical concepts of theatre and related it to today's society
- **Rhetoric and Theory:** Utilized theories, historical context, educational books, and educational exercises to encourage concept comprehension
- **Theatre Production:** Coordinated all aspects of production including casting, directing, assigning mentors, and working with student design staff to ensure understanding and creation of live theatre events

Walgreens

Louisville, KY

Pharmacy Technician

June 2015 – July 2018

Worked under the supervision of the pharmacist to deliver quality customer service. Built rapport and drove client retention to increase by 25%

- **Process Improvement:** Prepared labels and filled prescriptions accordingly based on common medications for a 10% faster order completion time
- **Attention to Detail:** Organized medication for the Pharmacist to dispense by paying careful attention to labels, quantity calculations, and the assembly of intravenous solutions
- **Inventory Maintenance:** Assisted with inventory, including verification of quantities, storage, removal of outdated medication, and restocking

University of Louisville

Louisville, KY

Graduate Teaching Assistant – Theatre Arts

August 2014 – May 2017

Educated over 150 students in a variety of artistic styles, methods, and techniques while tailoring teaching methods to the needs of the students

- **Art and Theatre Education:** Served as a teaching assistant for general theatre education courses. Taught Acting 101 for two years. Attended multiple conferences presenting academic papers on African American Theatre and August Wilson
- **Lesson Plan Development:** Increased student discussion engagement by 10% through creative question creation the development of engaging questions
- **Relationship Building:** Established positive relationships with staff, students, and professors while collaborating with staff to plan and schedule performances

Wesleyan College

Macon, GA

Student Assistant – Human Resources

July 2013 – May 2014

Supported administrative processes for Human Resources Professionals while maintaining high levels of confidentiality

- **Benefits Administration:** Administered university-sponsored benefits (health, dental, vision, supplemental) for 1,000+ employees
- **Interview Preparation:** Performed pre-interview phone screenings with candidates to screen best candidates for final interviews
- **Administrative Support:** Provided direct support with payroll, calendars, meetings, and training events for executives

Wesleyan College

Macon, GA

Lead Student Worker - Financial Aid

August 2010 – May 2014

Responsible for collaborating with financial aid for students in a swift and accurate manner

- **Executive Communication:** Provided critical support to office staff, researching relevant information, and presenting the results in a coherent and concise manner
- **Financial Aid Counseling:** Advised and counseled over 100 full and part-time students a day on the availability of financial aid. Ensured that the financial aid funds are received and transferred to the students' accounts
- **Research and Development:** Researched and obtained the information needed to assist financial aid analysts in completing financial aid applications

LEADERSHIP & VOLUNTEERISM

- Wesleyan College Woman of The Year - 2014
- Wesleyan College Work Study Staff Pick 2013-2014
- KCACTF Region IV Irene Ryan Nominee, *Flyin' West* 2013
- George R. McKinney Award for Excellence in Theatre 2013