

# COLLEEN HUGHES

SHE/HER/HERS

## CONTACT

✉ chughes726@gmail.com

📞 508-596-6134

📄 [linkedin.com/in/colleen-hughes-39a0802a](https://www.linkedin.com/in/colleen-hughes-39a0802a)

## EDUCATION

### New York Law School

Juris Doctor | Evening Division, Expected May 2025

Honors: Dean's List – High Honors, Fall 2023

Awards: Dean's Scholar Award, Seymour '68 and Esta Fuchsberg Memorial Scholarship, Philip M. Damashek Scholarship

### Skidmore College

BS Theatre | May 2011

Awards: *magna cum laude*, Periclean Honor Society, Stephanie Mnookin Theater Award

## PROFESSIONAL EXPERIENCE

### Fractured Atlas, NY

Director, Programs Compliance | August 2022 - present

- Manage a department of 10, with 4 direct reports
- Oversee & manage the compliance requirements for the largest Model C Arts Fiscal Sponsorship program in the country, which supports fundraising for 3500 artists
- Managed the launch of new fiscal sponsorship contract for 3500 sponsees
- Manage 1099-Misc filings for 3500 artists with external compliance company
- Create and manage \$2 million departmental budget

Associate Director of Programs | July 2021 - August 2022

- Co-Manage a team of 7 and train them on compliance requirements
- Internal donation and fund disbursement reporting and oversight

Program Operations Coordinator | March 2019-July 2021

- Managed customer service inquiries of over 75,000 artists
- Zendesk Support Administrator

Program Associate | May 2017-March 2019

- Provided excellent customer service to over 75,000 artists and donors via email and phone
- Reviewed and edited artist appeals, crowdfunding campaigns, and grant applications

### St. Ann's Warehouse, NY

Box Office and Usher Staff | Oct 2014 - Aug 2021

- Provided excellent customer support
- Sold event tickets in person and on the phone
- Supported nightly will call

### Signature Theatre, NY

Community Outreach Representative | October 2014-May 2017

- Managed, facilitated, and executed all aspects of group sales
- Managed outreach and Sig Socials events

### Museum of Fine Arts, Boston, MA

Member and Visitor Services Representative | Sept 2013-Sept 2014

- Provided excellent customer support
- Sold General Admission, Memberships, and Special Programs Tickets in person and on the phone

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## PROFESSIONAL EXPERIENCE

### Berkshire Theatre Group, MA

Marketing and PR Associate | September 2011-June 2013

- Wrote copy and distributed press releases
- Scheduled and facilitated interviews
- Wrote and edited email newsletters

### Orchard House Museum, MA

Tour Guide, Cashier, and Educator | Jun 2007 - Aug 2010

- Provided excellent customer service
- Led tours throughout the museum and informed visitors of the history
- Operated the cash register, handled ticket sales
- Led in education programs such as theater camp and living history

## VOLUNTEER EXPERIENCE

- Volunteer, Volunteer Lawyers for the Arts, 2022
- Social Media Manager, Katherine Walsh for NY Assembly, 2019-2020
- County Committee Member, Brooklyn Democratic County Committee, 2018-2022
- Supporting Artist, CO/LAB Theater Group, 2017-2021

## SKILLS

- Project Management
- Team Management
- Cross Department Collaboration
- Process Improvement
- 1099 Filing
- Compliance
- Project Management Software: Airtable, Trello
- Business Productivity Tools: Google Office Suite, Microsoft Office Suite
- Business Communication Platforms: Slack, Microsoft Teams
- CRM Software: Tessitura, OvationTix
- Customer Support Software: Zendesk Support, Zendesk Talk, Zendesk Explore, Zendesk Guide
- Email Marketing Software: MailChimp, Wordfly, Hubspot