

ELLA FEATHERSTONE



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Chicago, IL

ABOUT ME

A hard-working, results-focused, and highly personable professional with a solid grounding in project management, event production, entertainment start-up culture, & client solutions.

Coming from a family of events professionals, the importance of being a self-starter, showing initiative, asking intelligent questions, and being able to adapt to constantly changing situations was instilled into me from a young age.

Highly proficient in multiple design & admin software packages and able to quickly learn new systems & processes.

Able to self-motivate & work autonomously, I equally enjoy being part of a team. With a strong focus on delivery and on always providing excellent service to clients, customers, and colleagues, I thrive in busy and challenging work environments.

SKILLS & COMPETENCIES

- Graphic Design
- Flexibility, ability to move between tasks
- Accuracy and attention to detail
- Ability to prioritize own work and manage conflicting deadlines
- Ability to communicate effectively at all levels of the organization and externally

Current Software Knowledge:

AWS, Agora, Adobe Suite, Copper CRM, DropozFinal Cut Pro, Google Analytics, Google Suite, Hootsuite, Intercom, MS Office, Monday CRM, Mux, Notion, Premiere Pro, Shopify, Trello, Twilio, Webflow, Wix

EDUCATION

Arizona State University, Tempe, AZ
Elementary Education | Honors Program | May 2020

WORK EXPERIENCE

Production Coordinator

Gray Matter - Cox Auto | Nov. 2021 - Present (Freelance)

- Managed budget and expense tracking.
- Coordinated flights and accommodations for a crew of 50+.
- Assisted in production and coordination of virtual business meetings, sketches, award speeches, & workshops.

COVID Compliance Officer

IHeart Radio - Jingle Ball | Dec. 2021 (Freelance)

- In association with producer, executed COVID-19 protocol for the touring production in Chicago and New York.
- Manage daily Covid-19 testing for touring and production staff.

Client Operations Coordinator

Looped Live | Sep. 2020 - Dec. 2021

- Responsible for maintaining clear communication between internal employees and clients to ensure a smooth project flow
- Regularly uses CRM and Analytics reporting to drive multi-positional collaboration and measurable action/solutions.
- Cross-functional collaboration with all departmental teams involved in event planning and execution.
- Ensures users have excellent experiences by providing timely customer support, clear and detailed instructions, and acts proactively to prevent potential customer issues.
- Supports all teams in event closing and financial reporting.
- Rapidly identifies and solves technical issues working directly with product and engineering teams.

Production Assistant

The XD Agency - Mercedes Benz | Oct. 2021 (Freelance)

- Assisted in setting up decor in several large-scale event spaces according to client's specifications.
- Talent Wrangled.
- Partnered with Production Manager to identify client needs, understand requirements for each event, and ensure client satisfaction.

Assistant Stage Manager

Virgin Galactic - Unity 22 | July 2021 (Freelance)

- Assistant Stage Managed The Live Stream Broadcast for the Unity 22 launch, at Spaceport America.
- Assisted in the setup and execution of the Guest and Press experiences.

Client Solutions, Social Media & Graphics Manager

Chat4Good | May 2020 - September 2020

- Solely responsible for all customer relations interactions, social media presence, and the design & creation of all graphic assets for a busy start-up.
- Worked with sales and operations team in pre-sales research and pitch development.
- Provided prompt, friendly & efficient support to all customers, colleagues & stakeholders via multiple channels, frequently in time-critical environments.

Production Assistant

Paulette Wolf Events | Summer 2019

- Assisted in the planning & execution of multiple large-scale events including the 2019 Anthony Rizzo Charity Party, AIR Summer Conference, several private concerts featuring globally recognized entertainment talent.
- Provided overall event production support as well as overseeing all logistics and transportation requirements for up to 100 people at a time.