

# Mitchell Nease

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## Education:

York College of Pennsylvania (YCP) Bachelor of Arts, Theatre May 2018  
Business Administration Minor GPA: 3.98

National Theater Institute at the Eugene O'Neill Theater Center Fall 2018

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## Work:

**Shakespeare & Company** Upcoming: Summer 2019  
**Box Office Manager**

- Supervision: overseeing and training the Box Office Staff during day-to-day operations
- Sales and Accounting: generating reports and preparing deposits
- Customer Service: managing patron concerns, resolving conflicts, and communicating with House Management and Concessions
- Working as a member of the Front of House team (Box Office, Concessions, Gift Shop, and House Management)

**Eugene O'Neill Theater Center** Summer 2018  
**Box Office / House Management Intern**

- Staffing the box office
- Processing ticket orders in person and over the phone using Salesforce/Patron Manager
- Show duties including front of house set up, will call, seating patrons, assisting the house manager
- Acting as house manager for multi-show, multi-venue evenings

**York College of Pennsylvania Division of Theatre** 2016 – Present  
**House Manager / Marketing Assistant**

- Run day to day operations in the box office for the York College of Pennsylvania Theatre
- Marketing for performances including writing press releases
- Reserving tickets through the OvationTix ticketing system in person and over the phone
- House management and coordination of ushers for performances and guest speakers
- Creation of lobby displays
- Facilitation of book signings and meet-and-greets for guest speakers
- Assisting in recruitment for the program

**Finger Lakes Musical Theatre Festival at Merry-Go-Round Playhouse** Summer 2017  
**Audience Services Associate**

- Running the day to day operations of the box office at the Playhouse
- Selling tickets, gift certificates, flex passes, and subscriptions using the ProVenue ticketing system both over the phone and in person
- Collection of donations for the educational youth theatre program
- Assisting patrons and resolving issues with costumers using exchanges
- Bartending during pre-show and intermission and handling the reconciliation of bar sales and inventory, as well as ordering new inventory