

Andrew Brown *he/him*

(307) 333-3931 | brwnandrew01@gmail.com

EDUCATION

Bachelor of Fine Arts, Acting for Stage, Screen & New Media

Michigan State University, East Lansing, MI

May 2024

- GPA 3.93
- Minors in Musical Theatre & Dance
- Honors College
- Dean's List (all eligible semesters)

EXPERIENCE

Visitor Services Associate

9/11 Memorial & Museum | New York, NY

Mar. 2025 – current

- Provided exceptional customer service by greeting 7,000-11,000 daily visitors, offering orientation and helping guests engage meaningfully with the museum's content
- Operated and monitored three scheduled short documentary screenings, ensuring smooth technical function and enriching visitor context
- Promoted key amenities—audio guides, guided tours, featured artifacts, and documentaries—to maximize guest engagement and satisfaction
- Resolved a wide range of guest issues including ticketing discrepancies, lost items or group members, language barriers, and high-volume crowd navigation with calm, solution-focused professionalism

Server/Wait Staff

HMG+ | New York, NY

Sep. 2024 – current

- Delivered exceptional service to an average of 200 guests per shift, ensuring satisfaction and prompt handling of requests and special needs
- Performed variety of tasks dependent on the function including passed hors d'oeuvres, took orders for sit-down plated dinner service, upkeep coffee/beverage stations, & bussed rooms
- Assisted in setting up and breaking down dining areas, reducing setup and cleanup time and ensuring smooth transitions between events
- Maintained up-to-date knowledge of event functions, such as dietary information for food and beverage, directions to nearest facilities, and thorough schedule for the event

Usher

Wharton Center for Performing Arts | East Lansing, MI

Sep. 2023 – June 2024

- Provided friendly, knowledgeable service to patrons with a smile to maintain a safe environment in 2 large performance halls
- Directed up to 2,000 ticket holders to seats and facility locations to sustain a smooth crowd flow
- Worked with 30 staff members per shift to perform other various tasks including wheelchair guiding, ticket-taking and greeting
- Maintained updated knowledge of specific event details by learning performance cues and break times to provide patrons with up-to-date information of the schedule for the production

Board Member – Vice President (*volunteer*)

Sep. 2022 - May 2024

Second Stage Productions (student-run theatre org.) | East Lansing, MI

- Co-led a group of 10 undergraduate board members in planning, producing and presenting a professionally modeled theatrical season entirely created by undergraduate students
- Organized biweekly meetings to meet production-planning deadlines, plan outreach & community engagement events, and create educational workshops
- Successfully produced and managed 6 major productions per year, each attracting sold-out audiences, growing the financial capabilities and scope of the organization for future endeavors
- Served as a primary liaison between SSP, university administration/faculty and other on-campus organizations to foster strong relationships and maximize resources to publicize shows