

# TAMSEN BROOKE WARNER

## HIGHLIGHTS

- Adaptable, dedicated self-starter with a history of progressive responsibility.
- Organizer and curator of Watershed's 28<sup>th</sup>-30<sup>th</sup> Annual "Salad Days" Pottery Sale generating ~ \$27k gross revenue in one afternoon.
- Member of the Leadership Team responsible for the merger + rebranding of Waterville Opera House, Maine Film Center, + Waterville Creates.
- Oversaw an historic, 800-seat music + theatre venue with ~ 100 annual event days through collaboration with + supervision of small staff, board, + volunteer teams.

## RECENT WORK HISTORY

2021 – 2025 FINANCE + OPERATIONS MANAGER

Watershed Center for the Ceramic Arts

2017 – 2021 EXECUTIVE DIRECTOR

2016 – 2017 ASSISTANT EXECUTIVE DIRECTOR

2014 – 2016 BOX OFFICE MANAGER

Waterville Opera House (Waterville Creates)

## EXPERIENCE

- **CUSTOMER SERVICES + SALES:** phone reception; greeted visitors; resolved customer concerns + complaints; provided campus history tours; served as organization's representative; cash handling; sales of merchandise, tickets, + products.
- **OPERATIONS + HR:** wrote job descriptions; conducted hiring searches; external payroll reporting; maintained employee benefit programs; annual renewals of state licenses, insurance policies, + certifications; liaised with contractors; negotiated facility rentals.
- **FINANCE:** bookkeeping; A/R + A/P, created + managed ~\$1 million budgets; cash flow projections; bank, credit, + investment account reconciliation; issued 1099 tax forms; submitted quarterly sales tax returns; liaised w/accountants.
- **MARKETING:** maintained website with up-to-date pages, events, photos; recorded radio advertisements; designed posters; curated email newsletter content.

## EDUCATION

Present NB Community College  
IT: Network Administration

2011 University of Connecticut  
B.A. Stage Management

## CERTIFICATES

2026 Cisco Networking Academy  
Introduction to Networks

2025 American Red Cross  
First Aid + CPR

2018 Maine Assoc. of Nonprofits  
Leadership Institute

## SKILLS

### Technical

- OS: Windows, Mac, + Cisco
- Point of Sale: Square, PayPal, + Shopify
- Bookkeeping: Intuit QuickBooks
- Website Maintenance: WordPress + Squarespace
- Microsoft Office + Google Workspace equivalents: Word, Excel, Teams, etc.
- E-News: Constant Contact, MailChimp

### Professional

- Cash Handling
- Customer Service
- Patience + Empathy
- Creativity

## REFERENCES

Contact Details Provided on Request

Mark Frost, Instructor  
New Brunswick Community College

David S. East, Executive Director  
Watershed Center for the Ceramic Arts

Michelle Sweet, Executive Director  
Waterville Opera House



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