

Wendy Starkand

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With over 30 years of experience spanning theatrical performance, recruitment, and event management, I bring creativity and strategy to every role. From captivating audiences on stage to leading talent acquisition initiatives, I excel at creating impactful experiences and driving results.

PRODUCTION MANAGEMENT/EVENTS

CONFERENCE GREETER

ATN Orlando Florida

- Greet conference guests.
- Provide directions as needed.

FRONT OF HOUSE MANAGER

Theater West End Sanford Florida

- Developed client-facing operational procedures, ensuring smooth guest experiences.
- Mentored staff on customer service best practices, improving team performance and satisfaction.

PRODUCTION MANAGER

Florida Theatrical Association Orlando, Florida

- Responsible for planning and execution of all aspects of production for performances and events.

COMPANY MANAGER

Salerno Theatre Tampa, Florida

- Liaison between performers and directors for all day-to-day operations of the theatre.

BRAND AMBASSADOR LEAD

Sunflower Staffing, Tampa, Florida

- Instore promotions for Dove and Hershey's.
- Sampling of tequilas for multiple nightlife events.
- Brand Ambassador quality reviews for over 15 Target and Walmart stores.

EVENT LIAISON

City Stage Festival Greensboro, North Carolina

- Coordinated logistics for volunteers, talent, and other personnel.

STREET TEAM LEAD

Fun Fourth Festival Greensboro, North Carolina

- Managed, motivated, and oversaw over 50 event volunteers.

THEATRICAL/EDUCATIONAL WORK

DIRECTOR

- Respect the Musical- Clandestine Arts, Orlando, Florida
- Hot Flashes the Musical— Clandestine Arts, Orlando, Florida
- OnStage Mt. Vernon Presbyterian School, Atlanta, Georgia
- Children's Theatre at The Barn Dinner Theatre, Greensboro, North Carolina

DRAMA INSTRUCTOR

The Maitland Academy of the Performing Arts, Orlando, Florida

CHILDREN'S THEATRE PERFORMER/CHILD SUPERVISOR

Orlando Repertory Theatre, Orlando, Florida

THEATRICAL PERFORMANCE *(Specific performance experience on request.)*

- Off-Broadway
- Children's Theatre
- Non-Musical
- Musical Theatre
- Cabaret

CORPORATE EXPERIENCE

BENEFITS CUSTOMER SERVICE ASSOCIATE

AdventHealth September 2024 – November 2024

- Screened and routed benefit inquiries to specialists during open enrollment for 10,000+ employees.
- Collected essential information to ensure accurate and efficient issue resolution.

TALENT ACQUISITION CONSULTANT

Multiple Clients Across Industries May 2023 – Present

Orlando Fringe | Mathews' HR & Safety Consulting Services | Tri-City Electrical Contractors

- Redesigned service workflows, improving efficiency and customer satisfaction by 15%.
- Created onboarding guides and training modules, streamlining processes for new team members.
- Strengthened client engagement through responsive support and tailored service strategies.

RECRUITING AND CUSTOMER SERVICE SUPERVISOR

American Auto Shield | June 2022 – July 2023

- Enhanced customer inquiry resolution processes, reducing response times by 20%.
- Designed and delivered internal training materials, improving team understanding of service protocols.
- Analyzed service data to identify trends, resulting in targeted workflow improvements.

RECRUITING SUPERVISOR

OneTouch Direct | September 2020 – February 2022

- Developed an ATS training program, increasing recruiter efficiency by 25%.
- Led process optimization initiatives, reducing time-to-fill metrics by 15%.
- Mentored a team of seven recruiters, fostering skill development and achieving team hiring goals.

ESL INSTRUCTOR

VIPKid | January 2017 – December 2019

- Created engaging virtual learning materials tailored to student goals, improving retention by 30%.
- Adapted teaching techniques to individual learning styles, driving measurable progress.

ENGAGEMENT AND EXPERIENCE MANAGER

Pyramid Healthcare Solutions | July 2010 – January 2015

- Designed and implemented client feedback programs, driving actionable insights for service improvement.
- Spearheaded employee engagement initiatives, resulting in a 20% boost in customer satisfaction ratings.
- Streamlined cross-departmental workflows, enhancing overall operational efficiency.

EDUCATION

Bachelor of Arts

University of North Carolina at Greensboro

OFFICE AND COLLABORATION TOOLS

Productivity Software: Microsoft Office, Google Workspace, SharePoint

Collaboration: Slack, Calendly, Monday.com

Creative & Documentation: Adobe Acrobat, Canva, ChatGPT, Gemini, Grammarly, Wix, Mailchimp