



Calvin Roberts

Theater Operations & Arts Program Coordinator

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SUMMARY

Theater and arts programming professional with roots as a performer and hands-on experience across regional theatre, university performing arts, and community cultural programs. I coordinate front-of-house flow, support productions, and keep schedules, spaces, and people aligned with a calm, collaborative presence shaped by years inside rehearsal rooms and backstage environments. Known for clear communication and strong relationships with artists, volunteers, and audiences, I bring an organized, empathetic energy and a commitment to creating safe, welcoming spaces where creativity can shine and performances run smoothly.

CORE SKILLS

- Theater operations & front-of-house management
- Rehearsal and performance scheduling
- Artist, company, volunteer & patron communication
- Ticketing systems, box office coordination & house reports
- Supporting sound, lighting & technical needs with production teams
- Accessibility, safety, customer service & audience engagement
- Programs, signage, marketing materials & digital promotions
- Problem-solving, flexibility & smooth event flow

PROFESSIONAL EXPERIENCE

Alight Solutions – Remote

Business Instructor | 2025 – Present

- Lead engaging live training sessions for new hires using communication, facilitation, and audience-awareness skills rooted in theater experience.
- Improve training materials, document processes clearly, and support learners with varied needs.

Customer Service Associate | 2024 – Present

- Handle high-volume inquiries with clarity, patience, and fast problem-solving.
- Maintain detailed documentation and time-sensitive communication — skills directly transferable to coordinating multiple productions and stakeholders.

DePaul University – Chicago, IL

Front of House Manager | 2022 – 2025

- Supervised FOH operations for multiple venues, ensuring smooth audience flow, lobby setup, seating, and accessibility accommodations.
- Trained and led student staff; maintained safety and customer service standards.
- Collaborated with stage managers and production teams to support rehearsals and performances.
- Contributed to promotions and audience engagement, increasing participation by 15%.

Studio Theatre – Washington, D.C.

Manager of Sales and Service | 2019 – 2022

- Led ticketing operations, patron services, and volunteer coordination for a major regional theatre.

- Trained more than 400 volunteers and transitioned them into a new CRM system.
- Strengthened communication between FOH, production, and marketing to ensure consistent, accurate information for performances.
- Helped streamline digital ticketing, reducing drop-off rates by 30%.

AT&T Performing Arts Center – Dallas, TX

- Ticket Services Lead Agent | 2013 – 2014
- Supported performances across multiple venues with will-call, seating, accessibility requests, and box office needs.
- Resolved 95% of inquiries within 24 hours, balancing urgency with professionalism.
- Worked closely with production staff and house managers to ensure smooth audience operations.

Capezio – Dallas, TX

Store Manager | 2008 – 2010

- Managed daily operations for a dancewear store serving dancers, studios, and arts organizations.
- Supported product launches, visual merchandising, and community engagement.
- Built and coached a strong team focused on high-quality service to the local arts community.

CREATIVE & ARTISTIC BACKGROUND

- Professional Actor – Regional Theatre, Film, Television
- Extensive experience collaborating with directors, stage managers, designers, and performers
- Deep understanding of rehearsal processes, production environments, and performance flow.
- Strong communication, adaptability, and presence — all transferable to theater operations and artist relations

CERTIFICATIONS & EDUCATION

Google Project Management Certificate - Aug 2024

Google UX Design Certificate - Mar 2024

Google Digital Marketing & E-commerce Certificate - Oct 2023

Digital Marketing Strategy & Planning (Coursera) - Nov 2023

BA in Theatre Arts – University of North Texas

Certificate - Integrated Program** – American Musical and Dramatic Academy, NY