

DORIANE FEINSTEIN

(609) 903-1420 | 744 S Front St. Phila, PA 19147 | dorianefeinstein@gmail.com

Client Success Specialist

Client Success Associate

AEFIS Inc, August 2019 - Present

- Educate and guide current, prospective, and onboarding clients through the AEFIS assessment software user interface
- Identify client needs and collaborate to develop innovative solutions
- Solve over 100 support tickets per month and track Client Success KPIs
- Onboard and train all incoming client success team members

Executive Assistant to the Artistic Director

Managing Director/Theatre Admin. Intern

Beacon Theatre Prod, January 2020 - Present

- Develop and implement unique strategic marketing to promote productions, events, and fundraising opportunities
- Coordinate client and partnership communications, track and follow up on all queries and requests
- Manage and prioritize grant applications for the upcoming 2020 - 2021 year
- Collaborate with senior management to initiate new projects, procedures, and company goals

Producer/Event Coordinator - "Untold: a 10 Minute Playfest"

Wings of Paper Theatre Co, Spring 2020

- Funded, developed, and produced *Untold: a 10 Minute Playfest* in collaboration with Wings of Paper Theatre Co.
- Adapted to the stay-at-home quarantine order of Covid-19, translating a physical theatre festival to a digital space
- Communicated all changes and updates with consistent transparency using email, phone calls, and video meetings
- Created and marketed virtual fundraising events and campaigns to raise \$800 in 5 months

Lead Expert

Technology Expert

Enjoy Technology, July 2018 - August 2019

- Proactively facilitated team projects with a problem-solving and winning together mindset
- Led daily team meetings to set sales goals, review quarterly expectations, and celebrate team success
- Trained field experts using simulations, educational seminars, and improvisational exercises

Fellow

Tribe 12 Jewish Accelerator Fellowship Program, Spring 2019

- Explored professional development through Judaism with the Upstart entrepreneurship curriculum
- Incubated self-discovery, philanthropy, and emotional intelligence through an entrepreneurial venture
- Fostered connections with artists, entrepreneurs, and philanthropists through weekly seminars

SKILLS

Technology | Zendesk, Jira Service Desk, Slack, SaaS Solutions, Google Suite, AEFIS Higher Education Assessment Management Software, Office 365, Word, Publisher, Excel, PowerPoint, Google Sites, Canva, Wix, Audacity, Fireworks, Canvas (LMS), Blackboard (LMS), Photography, Photoshop, Adobe Reader X, TEPS-X, IOS and Android systems, Sonos, Opus, Mail Merge, can recite 50+ digits of pi, Blender

Box Office | Vendini, SRO, TicketLeap, Eventbrite

Social Media | Instagram, Facebook, Snapchat, Twitter

EDUCATION

Bachelor of Arts: Theatre, Minor: Music
Arcadia University, Glenside, PA
May 2018

HONORS/AWARDS

Summa Cum Laude

GPA: 3.91

