

Andrew Moe

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1223 Rogers Ct SW Olympia, WA 98502

EXPERIENCE

Kennelly Keys Music

Greater Seattle Area, *Feb. 2017 to Jun. 2021, Jan. 2023 to Mar. 2023*

Store Manager, *Jul. 2018 to Jun. 2021, Jan. 2023 to Mar. 2023*

Assistant Store Manager, *Feb. 2018 to Jul. 2018*

Sales Associate, *Feb. 2017 to Feb. 2018*

- Directly supervised staff of up to ten employees and coordinated roster of up to fourteen private music instructors
- Acted simultaneously as operations and sales manager, performing duties such as daily accounting, reporting, clerical work, payroll, staff scheduling, minor repair/maintenance/troubleshooting of instruments, and building maintenance
- Developed and implemented new policy for employee performance reviews consisting of quarterly individual meetings with staff to discuss strengths, weaknesses, and places for improvement while also providing an opportunity for constructive feedback from staff
- Developed and implemented training program for staff focused creating a comprehensive basic level of operational knowledge for most musical instruments, other inventory, repairs, and lessons
- Performed all hiring as Store Manager and trained many new hires while in each role performed for the company
- Managed company's online presence for Reverb.com and ebay.com, more than doubling sales from recent years
- Digitized and/or reformatted multiple company-wide forms including PTO Requests, Stock Requests, and various daily reconciliation forms/reports
- Cultivated relationships with public and private teachers to ensure optimal service and inventory for students and schools
- Stores managed saw consistent and marked improvements in gross sales revenue, profit, staff performance & morale, and functional organization
- Effectively engaged in conflict resolution and customer de-escalation, working to ensure customers and other parties left feeling satisfied, content, and respected in their interactions with the store and its staff
- Worked with a diverse range of both families and individuals of many backgrounds, cultures, ethnicities, and varying socioeconomic status, striving to ensure each customer had a positive experience tailored to their needs

Parkrose School District

Portland, OR, *Feb. 2022 to Apr. 2022*

Facilities Coordinator

- Coordinated with customers and school district administrators to schedule facility rentals and reservations for internal and external events
- Supported events, performing tasks such as setup, tear down, and coordination of custodial staff and student employees
- Worked with significantly diverse student body and community, modulating to best serve their needs

The New Mexicans Restaurant

Everett WA, *Feb. 2020 to Mar. 2020*

Bar Back

- In tandem with fellow staff, served and prepared food and drinks while assisting with tasks such as cleaning and organizing

Tully's Coffee Shops

Everett WA, *Mar. 2014 to Aug. 2014, Nov. 2016 to Feb. 2017*

Barista

- Served and prepared premium coffee and other drinks for Boeing employees and guests
- Worked as a team with fellow staff members to ensure effective and timely service for customers
- Cleaned, serviced, and stocked facilities and machines

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EXPERIENCE (cont.)

Yenney Music Company

Olympia, WA, *Oct. 2014 to Nov. 2016*

Assistant Manager, *Nov. 2014 to Nov. 2016*

Sales Associate, *Oct. 2014 to Nov. 2014*

- Provided quality customer service through sales, rentals, repairs, and private music lesson coordination
- Supervised staff of up to two associates one repair technician, delegating and assisting as needed
- Developed relationships and communicated with local schools and private music instructors to ensure appropriate standards for quality of service and store stock

The 5th Avenue Theatre

Seattle WA, *Jan. 2013 to Jun. 2013*

Education and Outreach Intern

- Coordinated with local schools and community organizations to encourage student participation in events and workshops
- Provided general assistance for departmental workshops, classes, and the 5th Avenue Theatre Awards, a previously annual event honoring excellence in high school theater productions throughout Washington state
- Working with fellow department staff, researched and built an educational exhibit exploring the history of musical theater along with how it paralleled the history of The 5th Avenue Theatre
- As needed, assisted other departments and staff with projects and events such as their annual fundraising gala

COMMUNITY SERVICE

Lowell Civic Association

Everett WA, *May 2019 to Nov. 2020*

Representative to Council of Neighborhoods

- Represented the neighborhood of Lowell to the city of Everett's Council of Neighborhoods, primarily liaising information, questions, and concerns from one body to another
- Participated in monthly Council of Neighborhoods meetings involving members of the community, the Everett City Council, the Snohomish County Council, and other city/county officials. Meetings primarily consisted of presentations and feedback sessions regarding local and regional issues such as zoning, local development, transit & transportation, local business, community awards, and recent program development or implementation affecting local neighborhoods
- Attended workshops sponsored by the city to enhance community engagement and effective communication
- Selected to serve on leadership search commission, however was unable to fulfill this role due to the pandemic
- Provided presentation to neighborhood meeting on Everett's transition to removing single-use bags, offering tips and alternatives as well as disbursing free reusable cloth bags from the city to neighborhood residents

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EDUCATION

The Evergreen State College, Bachelor of Arts

Olympia WA, *Sep. 2012 to Dec. 2012 & Sep. 2014 to Jun. 2016*

Interdisciplinary Studies

- Coordinator/Managing Director, Riot to Follow Theater Productions, *Sep. 2014 to Jun. 2016*
 - Directed and produced four full-scale productions, two plays and two musicals, in collaboration with several dozen fellow students
 - Received Student Activities' Golden Geoduck award for most entertaining event for the spring 2016 production of *The 25th Annual Putnam County Spelling Bee*
 - Maintained balanced budget and lobbied for increased funding for club and productions
 - Worked closely with college staff to coordinate club needs such as rehearsal/performance space reservations, production rights acquisition, materials acquisition, and tools/shop access for set construction

Cornish College of the Arts

Seattle, WA, *Aug. 2013 to May 2014*

Theater Studies

Everett Community College

Everett, WA, *Sep. 2010 to Jun. 2011*

Running Start Program

SKILLS & TALENTS

- Effective communication skills based on a respectful, tactful, courteous, and assertive demeanor
- Diverse leadership experience, allowing for effective decision-making and management of varying groups and settings
- Proven track record of effective conflict resolution and de-escalation of emotionally charged situations
- Considerable experience in creative and artistic disciplines, therefore often able to offer unique or novel perspectives on issues and problems ranging from trivial to highly impactful
- Comprehensive background in music, with range of proficiencies and experience in performance, repair, and pedagogy
- Intermediate operational knowledge of audio/visual technology and equipment
- Strong customer service and retention skills and experience
- Microsoft Windows/Office, Google Drive/Business Suite, Microsoft Dynamics RMS, and Mac OS proficiency
- Good sense of humor when appropriate