

# SARAH-KATE STONE

sarahkatestone@gmail.com

sarahkatestone.com • linkedin.com/in/sarah-kate-stone • (612) 382-1364

## EXPERIENCE

---

**Museum of Fine Arts, Boston** – Member & Visitor Services Representative (Sales) Mar 2025 – Present

- Engaged 1,000+ daily visitors. Surpassing sales goals with 10% membership growth in six months through personalized service and relationship building
- Processed 1,000+ daily ticket transactions accurately and efficiently in Tessitura
- Managed group check-ins of 20–100 visitors, maintaining smooth operations and high-touch service

**C3 Presents** – Digital Guest Experience Intern, Austin, TX May 2024 – Aug 2024

- Created festival communications for Lollapalooza and ACL FAQs and Zendesk messaging
- Optimized Zendesk to deliver real-time, accurate guest information, boosting team efficiency, reducing response times, and enhancing overall guest satisfaction
- Collaborated with marketing and guest services teams to align on-site and social messaging, enhancing guest satisfaction and brand consistency

**Sinclair Broadcasting Group** – Digital Sales Coordinator, Austin, TX Aug 2023 – Apr 2024

- Delivered 200+ email, social media, and TV campaigns, in tight timelines, exceeding client expectations
- Generated detailed campaign reports and insights from Google Ad Manager, driving ROI

### Royal Caribbean

Account Executive, Product Development, Miami, FL Jan 2020 – Apr 2020

- Organized and managed 100+ international tour programs reflecting the Azamara luxury brand
- Produced and maintained tour descriptions, contracts, media, and guest communications for 100+ tours, ensuring accuracy, compliance, and brand consistency
- Coordinated with C-suite executives, internal and external teams to ensure consistent quality, brand alignment, and exceptional guest experiences to 500+ guests per week

Silverseas Merger Compliance Team Assistant, Miami, FL Jul 2019 – Dec 2019

- Reviewed 300+ global agency contracts, ensuring compliance, mitigating risk, and supporting seamless integration during corporate acquisition
- Built and maintained relationships with 300+ global tour agencies to ensure seamless operations during corporate acquisition while aligning with company policies and luxury brand standards

### Non-Profit Work (Americorps)

---

#### Breakthrough Central Texas

Recruitment & Volunteer Coordinator Sept 2021 – Aug 2022

- Managed full lifecycle (recruitment, onboarding, training, and offboarding) of 150+ summer employees
- Designed and executed 50+ email, SMS, and social campaigns, tracked in Salesforce, increasing volunteer engagement by 50%

Strategic Planning Student Advisor Sept 2020 – Aug 2021

- Oversaw 100+ first-generation students, improving college readiness via school and district support
- Executed 50+ SMS campaigns, leveraging Salesforce metrics to optimize outreach and engagement

#### Festival and Guest Experience

---

**Barnstorm** – Guest Services Assistant Manager, Austin, TX Oct 2024 – Present

- Delivered exceptional service to thousands of festival attendees, managing accessibility, Lost & Found, and guest inquiries – Austin City Limits, Minnesota Yacht Club, Austin Food & Wine
- Led festival safety initiatives, collaborating with security and medical teams to ensure crowd safety

**Hulaween (Contract)** – VIP Administrative Assistant / Box Office Concierge, Live Oak, FL Oct 2024

- Managed VIP staff of 30, coordinating schedules, signage, and operations for flawless guest experiences.
- Directed VIP check-ins, credentialing, and concierge services, achieving 100% guest satisfaction.
- Documented post-event inventory and processes for continuous improvement.

## Education

---

**University of Texas at Austin, McCombs School of Business** May 2023

Master of Science, Marketing

**Eckerd College** May 2019

Bachelor of Arts, Communication, Spanish – Minors in Marketing & Film Studies

Study abroad: Northern Ireland & Argentina

Sigma Delta Pi member