

Maxwell Golden

Reno, NV

Professional Summary

Strengths

Customer Service, Expectation Management, Attentive, Ambitious, Great Interpersonal Skill, Salesmanship, Team Player, Performance skills, Award winning actress

Authorized to work in the US for any employer

Work Experience

Lead Actor

Virginia City Outlaws-Virginia City, NV
Present

- Played the role of Marshal, Percy, and Bankteller
- Duties included guns and weapons maintenance as well as packing shells and maintaining the set

Professional Actor

Horror Dad Productions-Reno, NV

- Played the role of a background actor in Tahoe Joe 2
- Played the role of a supporting character in Episode Bad Deal, The Midnight Feature

Lead Actor

Little Freaks film team-Reno, NV
October 2024 to October 2024

- Lead actress in Old News short film, directed by Caroline Branch
- Won Best Lead Actor award for performance

Supporting Actor

The Summer We Died-Reno, NV
June 2024 to July 2024

- Played role of antagonist in The Summer We Died
- Used skills such as contortion for the role

Scare Actor

Dark Corner Haunted House-Reno, NV
August 2023 to October 2023

- Character Portrayal:**
- Bring Scooter, the horrifying character, to life with convincing and terrifying performances.
- Consistently maintain character integrity and contribute to the overall immersive experience.
- Guest Interaction:**
- Engage with haunted house guests in a manner that induces fear, suspense, and excitement.
- Tailor scare tactics based on the reactions and comfort levels of different audience members.

- **Improvisation:****
 - Exhibit a strong ability to improvise scares and responses, adapting to the unpredictable nature of guest interactions.
- **Safety Compliance:****
 - Prioritize the safety of both guests and fellow actors, adhering to established safety guidelines and protocols.
 - Be attentive to any potential hazards or issues that may arise during performances.
- **Set and Lighting Contribution:****
 - Collaborate with the creative team to help design, build, and enhance haunted house sets.
 - Assist in creating and refining lighting schemes that enhance the eerie atmosphere of the haunted house.
- **Costume and Makeup Maintenance:****
 - Maintain and care for the Scooter costume and makeup, ensuring they are in excellent condition for each performance.
 - Collaborate with the makeup team to achieve a consistently frightening appearance.
- **Team Collaboration:****
 - Work collaboratively with fellow scare actors to create cohesive and synchronized scares throughout the haunted house.
 - Provide constructive feedback and support to enhance the overall performance of the scare team.
- **Professionalism:****
 - Uphold a professional demeanor while in character and during breaks, maintaining a positive and respectful attitude toward guests and colleagues.
 - Attend rehearsals, meetings, and training sessions to continually improve and refine scare techniques.
- **Adaptability:****
 - Be adaptable to changes in the haunted house environment, incorporating new scares or adjusting performances based on guest feedback.

Nonprofit Funding Coordinator

Mathison Projects-Reno, NV

January 2022 to June 2023

- Develop and execute fundraising strategies to meet the organization's financial goals and objectives.
- Identify and research potential funding sources, including foundations, corporations, individuals, and government grants.
- Cultivate relationships with existing and prospective donors, sponsors, and funding partners through regular communication, meetings, and networking events.
- Manage donor databases and maintain accurate records of donor interactions, contributions, and grant deadlines.
- Collaborate with program managers and staff to gather information and data necessary for grant applications and reports.
- Monitor and report on fundraising progress, including revenue projections, budget tracking, and grant compliance.
- Organize and coordinate fundraising events, campaigns, and initiatives, leveraging various fundraising techniques and platforms.
- Collaborate with marketing and communications teams to develop fundraising materials, impact stories, and donor recognition strategies.
- Stay updated on trends, best practices, and legal regulations in nonprofit fundraising and grant management.
- Represent the organization in meetings, conferences, and community events to promote fundraising efforts and build partnerships.

Director of Operations

Amicus Outreach-Houston, TX

January 2022 to April 2022

- Develop and execute operational strategies aligned with business goals
- Identify and implement process improvement initiatives
- Streamline workflows to enhance efficiency and productivity
- Manage and optimize resources, including personnel, equipment, and materials
- Budgeting and financial analysis to monitor and improve financial performance
- Establish key performance indicators (KPIs) and metrics to measure operational performance
- Analyze operational data, identify trends, and drive continuous improvement
- Lead a team of managers and department heads, fostering a collaborative and high-performance culture
- Manage risk and ensure compliance with standards and regulations
- Maintain stakeholder relationships and facilitate effective communication

Phone Operator/Remote Phone Operator/Sales

DialAmerica/USBank-Omaha, NE

October 2020 to July 2021

- Assisted Members of Peoples Health to re-enroll during AEP and OEP 2020-2021
- Accurately described products and services to customers over the phone
- Reached out to shareholders of multiple companies to boost participation in shareholder voting
- Used scripts and non-scripted directives to accurately convey information to cold and warm leads in order to secure sales
- Assisted unemployment customers of US Bank in answering basic banking questions as well as fraudulent activity monitoring
- Received license for health insurance in Nebraska

Shift Lead Manager

Taco Bell-Omaha, NE

2018 to 2020

- Responsibilities: Ensure food product quality through triple checks and perfect placement. Take and repeat orders in a friendly manner. Maintain and use radio equipment. Ensured effective cooperation between fellow employees to maintain a high rate of productivity and efficient time management.
- Routine Tasks: Maintain a pristine and model lobby for guests. Check food for temperature safety. Craft signature food products, guarantee consistency.
- Accomplishments: Increased business at the store due to exceptional customer service. Having a routine customer base who visits me by name and requests me at counter while working in other areas of the store. Tasked with learning second position after two months, was being groomed for management after 3

Food Packer/Cashier/Data Entry

Oregon and More-Seaside, OR

August 2019 to September 2019

- Responsibilities

Prepared product for shipment by packing items according to order sheet.

Sorted and placed materials or items on racks, shelves, and bins in keeping with standard visual merchandising guidelines.

Inspected, labeled, weighed and packed product for shipment

Record product, packaging, and order information on specified forms and records

Check and double check that all inventory was delivered according to order sheet.

Answered customer questions about products and store history
Perform transactions and drops.

Accomplishments: Redesigned and made all new labels for every item in store individually in less than a week using P Touch Editor 5.2

Studio Photographer Manager

Inverted Experience-Seaside, OR

April 2019 to August 2019

Responsibilities: Sell packages to families and set up appointments for photoshoots, train new employees, create advertisements for social media. Countdown registers and ensure closing procedures and opening procedures were done correctly. Shoot a high volume of packages for multiple customers a day. Master a variety of poses for set scenes and create memories for families to last a lifetime Communicating with photographic subjects, putting them at ease, encouraging them and directing them. Coordinating up to 40 people in dynamic poses in under 5 minutes per photo

Routine Tasks: Maintain photo equipment and printer equipment, flyering and street marketing, costume entertainment and advertisement, janitorial duties, search engine optimization

Accomplishments: Collaborated on several popular Instagram accounts such as Miss Portland USA to boost revenue and advertisement strength.

Bartender/Server/Cook/Sales

Sparta

2018 to 2018

- Responsibilities: Sell retail merchandise as well as tournament entries. Coordinate events and create events for guests. Craft stories and artistic content. Price card sales and make offers. Order new inventory and track inventory
- Routine Tasks: Keep bar stocked and ready. Change kegs and check IDs. Create food stock order and shop for store necessities. Catalogue game stock. Cook dishes and wait tables. Clean and maintain vacuum equipment and motors.
- Accomplishments: Assisted the coordination of a twenty-person gaming event. Ran the event, as well as creating detailed lore and game mechanics for the event. This was a weekly event..

Clothing Sales Associate

Target-Omaha, NE

2017 to 2018

- Responsibilities: Drive sales by helping customers find the right fit and clothing style for them. Offer and create outfits based on the customers needs and up selling accessories and shoes.
- Routine Tasks: Watch over and clean fitting rooms

Ensure that all go backs are out of fitting room at end of day

Stock shelves and pull from inventory using ZEBRA equipment

Attend lanes as a cashier if needed

Fill in for other positions around the store as needed in grocery and hardlines

Education

High school or equivalent in Theatre, Flight School

Menchville High School, Denbigh Highschool-Newport News, VA

Skills

- Word

- Restaurant Experience
- Sales Experience
- Microsoft Word
- Theater
- Windows
- Typing
- Presentation skills
- Microsoft Excel
- Bartending
- Search Engine Optimization (SEO)
- Excel
- Guest Service
- Medicare
- Microsoft Office
- Microsoft Outlook
- Event Planning
- Public speaking
- Customer Service
- Social Media Marketing
- Time Management
- Multi-line phone systems (1 year)
- Experience with children
- Data Entry
- P Touch Editor
- Communication skills
- Teaching

Certifications and Licenses

Driver's License