**Austin Louis Dowling**4954 N Ridgeway Ave Chicago, IL 60625

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**EDUCATION**

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| **The University of Texas at Austin** | Bachelor of Arts in Theatre & Dance, Major Bachelor of Arts in Psychology, Major | May 2016 |
|  | Business Foundations Program: Business Certificate*,* 24 hours  *Overall GPA: 3.38* |  |
| **The University of Texas at Austin –**  **McCombs School of Business** | Texas Business Foundations Summer Institute  5 Classes: Accounting, Finance, Global Entrepreneurship, Marketing, and Management, 15 Hours | July 2014 |

**EXPERIENCE**

**Uber Freight** – *Account Manager;* Chicago, IL July 2018 – Present

*A venture of the popular ride-sharing app focused on returning accessibility, time, and power to truck drivers.*

* Plan, schedule, & track upwards of 300+ individual shipments every week
* Partner with intra-organizational teams to ensure greater collaboration, efficiency, effectiveness, and automation
* Mediate difficult issues between both customer & carrier-partners daily to resolve issues & ensure optimal productivity
* Assess situations, utilize creative solutions, and ultimately decide final action to resolve issues
* Manage 4+ Accounts to ensure consistent communication, service, and balances of time/workload
* Operate individually, when needed, to singlehandedly run day-to-day operations while maintaining “white-glove service,” (coverage, increase in volume, and profit)
* Assisted onboarding new account managers for the account to promote consistency & continuity
* Created & implemented new work process to increase customer-facing efficiency
* Delegate daily tasks to small team members to ensure workload is complete daily

**The Newness Chicago** –*Co-Producer, Social Media Manager, Tech Director; Chicago, IL* July 2018 – June 2019

*A local arts organization dedicated to creativity, new work, and social justice*.

* Implemented strategies increasing social media interaction & presence by over 400% (IG, FB, YouTube, etc.)
* Created monthly social media & marketing materials (inclusive of theme selection)
* Processed, edited, & distributed 4+ performer videos monthly
* Oversaw all tech needs for individual performances, and delegated tasks to team (where needed)
* Coordinated contracts between theatre(s) to secure performance venues
* Supervised media team for more efficient video cataloguing and distributing
* Organized one year anniversary fundraiser

**Uber Freight** – *App Tracking/Support Representative;* Chicago, IL June 2017 – July 2018

*A venture of the popular ridesharing app focused on returning accessibility, time, and power to truck drivers.*

* Prioritize & assess load importance from a screen of over 170+ loads every day.
* Correspond with drivers, dispatchers, or managers, as needed for each individual load (phone, email, text, etc.)
* Identify any problems within the load to either resolve directly, or to bring to the attention of a manager.
* Reported any software issues within the app and recommended solutions.
* Communicated with team of 10+ frequently to ensure optimum efficiency.

**AusTX Photography** – *Founder & Head Photographer;* Austin, TX December 2013 – June 2017

*An Austin based, and located, photographer that specializes in taking both headshots and portrait-style pictures*

* Design, update, and manage the company’s website
* Promote and develop social media pages to increase views by 1000%
* Balance company budgets

**University United Methodist Church** – *Office Administrator;* Austin, TX September 2016 – April 2017

*A university-based Church known for its location, beautiful services, welcoming nature, and inclusive beliefs*

* Picked-up, distributed, and disseminated all mail & correspondence
* Created & updated logs of Sanctuary flower forms & weekly hymns
* Scheduled and supervised weekly proctor calendar (made up to 3 weeks in advance)

**The Orchard Project** –*Artist/Core Company Member; Saratoga Springs, NY* May 2016 – July 2016

* Lead discussions for feedback on script, process, and organization
* Planned, organized, and managed rehearsal room for international festival tour
* Corresponded with artists and patrons from their initial contact until departure
* Distributed information to numerous co-workers in a quick and concise manner
* Facilitated conversations with both artists, and patrons

**Texas Performing Arts** – *Front of House Receptionist;* Austin, TX  August 2015 – June 2016

*A university-based arts center and performance venue known for a diverse season of music, theatre, and dance.*

* Arranged and distributed marketing material throughout floors for best and easiest absorption
* Improved and documented Emergency Event procedure and paperwork
* Arranged and oversaw documentation of events and event folders for management

**Victory Gardens Theatre** – *Literary & Public Programs Intern;* Chicago, IL  May 2015 – August 2015

*A theatre founded and dedicated to the performance and development of New Plays that reflect the diverse nature of our Nation*

* Developed Public Programs (community engagement, festivities, etc.) for the entire 2015-2016 Season
* Organized, executed, and improved a weekend festival of New Plays (*Ignition Festival 2015*)
* Corresponded with local patrons & panelists through email & social media

**Full Circle Collaborations** –*Co-Founder/Artistic Director; Austin, TX* September 2014 – May 2015

*A Texas-based theatre collective founded for performing magical realism through physical theatre*

* Conceived artistic goals for process and company
* Facilitated regular discussions for feedback both on script, designs, choreography, and staging
* Raised over $2500 through crowd-funding website, fundraisers, and bake sales
* Managed social media to increase social media presence by over 300% (IG, FB, etc.)
* Coordinated between design firm, local theatre company, venue staff, and company members
* Delegated company & show tasks to company members
* Drafted, adapted, and oversaw show timeline till completion

**ADDITIONAL INFORMATION**

**Computer Skills:** *MS Office Suite* (Word, Excel, PowerPoint, OutLook, etc.), *Adobe Creative Suite* (Lightroom, Photoshop, Illustrator, Premiere, InDesign, etc.), Salesforce, Zendesk, iMovie, QuickBooks, WordPress, Prezi, HTML, and SQL

**Languages:** Conversational Spanish

**Interests:** Directing\*, Acting\*, Playwriting\*, Poetry, Dance, Vocal Performance, Improv, and Devising

**Work Eligibility**: Eligible to work in the U.S. with no restrictions*\*Additional Technical Resumes Available by Request*