Andre Jackson

Event Supervisor

Indianapolis, IN (317) 555-0148 andre.jackson@email.com linkedin.com/in/andrejackson

SUMMARY

Event supervisor with 5 years in convention and arena event operations in Indianapolis, leading crews of 15-40 staff through 90+ events a year. Plans staff scheduling, room setups and crowd management for events of up to 12,000 attendees. Handles guests and clients with professionalism and clear interpersonal skills.

EDUCATION

Associate of Applied Science 05/2021

Ivy Tech Community College Indianapolis, IN

Hospitality Administration

EXPERIENCE

Event Supervisor 05/2023 - Present

Circle City Convention Services Indianapolis, IN

Supervisor for an event operations contractor at a 750,000 sq ft convention center.

- Lead crews of 15-40 event staff through room setups, show days and teardowns for 90+ events a year.
- Plan staff scheduling for each show, keeping labor within **3%** of budget in 2025.
- Run pre-shift safety briefings and crowd management plans for events of up to 12,000 attendees.
- Write incident and shift reports in Microsoft Word, closing every report before the shift ends.

Event Staff Lead 08/2021 - 04/2023

Monument Circle Event Staffing Indianapolis, IN

Lead for an event staffing firm working concerts, sports and banquets.

- Directed guest services and ticket scanning teams of 10 at concerts and sports events.
- Set ballrooms for banquets of 200-1,500 guests from diagrams, with zero layout errors flagged by clients.
- Trained 25 new staff on radio communication, emergency exits and ADA seating.
- Resolved guest complaints at the gate with calm interpersonal skills, keeping escalations under 1 per event.

SKILLS

Event Operations • Staff Scheduling • Room Setups • Crowd Management • Guest Services Safety Briefings • Radio Communication • Microsoft Word • Interpersonal Skills • Professionalism

CERTIFICATES

First Aid/CPR/AED

American Red Cross

03/2025

ServSafe Alcohol

National Restaurant Association

06/2023