Elena Whitfield

MUSEUM GUIDE

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Certificates

First Aid/CPR/AED
American Red Cross
07/2024

Skills

Public Speaking • Storytelling
Exhibit Interpretation
Customer Service
School Group Tours
Historical Research
Ticketing Systems
Microsoft Excel
Attention to Detail
Communication Skills

Summary

Museum guide with 2 years of experience leading gallery tours, school field trips and weekend history walks for visitors of all ages. Pairs a history degree with clear public speaking and storytelling, adapting each tour to the group in front of her. Comfortable standing and walking for full shifts and working weekends and holidays.

Experience

Museum Guide 08/2024 - Present
Delaware Valley History Museum Philadelphia, PA

Guide at a mid-size history museum welcoming about 180,000 visitors a year.

- Lead **5** guided tours a day of permanent and rotating exhibits for groups of up to 30 visitors.
- Deliver exhibit interpretation for 40+ school field trips a semester, adapting talks for grades 2-12.
- Wrote a 20-minute storytelling tour on 1790s Philadelphia that now runs every Saturday and sells out monthly.
- Resolve ticketing and accessibility requests at the visitor desk, scoring 4.9/5 on 600+ comment cards for customer service.

Gallery Attendant 09/2022 - 06/2024
Old City Arts Collective Philadelphia, PA

Part-time weekend role at a nonprofit gallery while completing a history degree.

- Monitored 3 gallery rooms per shift, enforcing artwork-handling and photography rules for weekend crowds.
- Answered visitor questions about 12 rotating exhibitions a year using artist notes and curator briefings.
- Recorded daily attendance in Microsoft Excel for monthly board reports, with attention to detail on every count.
- Staffed 8 opening receptions of 150+ guests, managing coat check and guest lists.

Education

Bachelor of Arts 05/2024
Temple University Philadelphia, PA
History