

# Nolan Pierce

Usher

Usher with 2 years at a 2,400-seat performing arts hall hosting 180+ concerts, touring musicals and symphony nights a year. Scans tickets, seats guests and handles crowd management and ADA accommodations, bringing calm customer service and clear communication skills to evening and weekend shows.

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## EXPERIENCE

**Usher** 09/2024 - Present

Cumberland Performing Arts Hall Nashville, TN

Downtown performing arts hall with 3 seating levels and 180+ events a year.

- Handle ticket scanning for up to 2,400 guests a show, keeping entry lines under 10 minutes.
- Direct 300+ late arrivals a month to seats during approved holds, offering seating assistance by flashlight.
- Arrange ADA accommodations for 40+ guests a show, from wheelchair seating to assistive listening devices.
- Report spills, medical calls and disruptions by radio communication, and join 2 evacuation drills a year.

**Event Staff** 05/2023 - 08/2024

Riverfront Event Staffing Nashville, TN

Staffing company supplying gate and section staff to concerts and festivals.

- Staffed 60+ concerts and festivals as gate and section staff for crowds of 5,000 to 20,000.
- Completed bag inspection for 500+ guests a shift under the clear-bag policy, sending prohibited items to the check tent.
- Directed guests to seats, restrooms and exits, handling crowd management at 2 general admission pits.
- Logged lost and found items and returned phones and wallets to guests at the guest services booth.

## SKILLS

Customer Service  
Communication Skills  
Ticket Scanning  
Seating Assistance  
Crowd Management  
ADA Accommodations  
Radio Communication  
Bag Inspection  
Lost and Found

## EDUCATION

**High School Diploma**

05/2023  
Hillsboro High School  
Nashville, TN

## CERTIFICATES

**Crowd Management Training**

10/2024  
Riverfront Event Staffing

**Adult First Aid/CPR/AED**

09/2024  
American Red Cross