MAKAYLA LEBLANC

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PROFESSIONAL SUMMARY

MBA graduate and arts professional with experience in museum operations, organizational leadership, guest experience, and visual communications. Skilled in project coordination, stakeholder engagement, administrative support, and creative development. Combines business education with a background in fine arts and experience within cultural and visitor-facing organizations.

PROFESSIONAL EXPERIENCE

Union Secretary / Museum Independent Security Union / Massachusetts / July 2025 - Present

- Coordinate communication between leadership and represented employees regarding organizational updates and member needs.
- Maintain official records, meeting minutes, and organizational documentation.
- Design visual communications materials, including newsletters, flyers, posters, and digital graphics, to support member engagement.

Security Officer II / Museum of Fine Arts Boston / Massachusetts / May 2025 - Present

- Maintain regular communication with the Command Center to report security concerns.
- Patrol assigned areas, such as galleries and visitor areas; respond to visitor concerns and document safety concerns.

E-Commerce Personal Shopper / Whole Foods Market / Massachusetts / Oct 2024 - Feb 2025

- Fulfilled online customer orders while maintaining accuracy and efficiency in a fast-paced environment.

Ticket Fulfillment Associate / View Boston / Massachusetts / June 2024 – September 2024

- Addressed guest inquiries, such as event details, seating options, special promotions or discounts, customer complaints or issues, and ticket availability.
- Coordinated with other departments to manage crowd control during high-demand events.

Art Ambassador / Running Subway / Massachusetts / July 2023 – April 2024

- Greeted guests with a warm and friendly demeanor, establishing a positive first impression.
- Fostered a customer-first environment by focusing on effective communication strategies; observed improvement in customer satisfaction ratings over three months with customer satisfaction surveys.
- Distributed promotional materials such as samples, brochures, and coupons to enhance brand awareness.

Barista / Starbucks / Massachusetts / August 2022 – June 2023

- Worked with baristas among different stations to coordinate an efficient workflow from customer order to drink preparation, drink handoff, while maintaining customer service and order accuracy.

EDUCATION

Master of Business Administration, October 2026
Western Governors University, Salt Lake City, UT
Bachelor of Fine Arts, minor in Art Education, December 2023

Montserrat College of Art, Beverly, Massachusetts

Core Skills

Project Coordination • Organizational Communication • Guest Experience • Administrative Support • Visual Communication • Graphic Design • Microsoft Excel • Microsoft Powerpoint • Microsoft Word