

# Catherine Chiappa

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## Education

- August 2008**     **The George Washington University, Washington, DC**
- M.A.T. in Museum Education
- May 2002**     **Goucher College, Towson, MD**
- B.A. in Music, Concentration in Theatre
- Spring 2000**     **Sea Education Association Semester at Sea, Woods Hole, MA and the Caribbean Sea**

## Professional Experience

- 6/09-Present**     **Coordinator of Theatrical Interpretation: Monterey Bay Aquarium, Monterey, CA**
- Responsible for conceiving, creating and implementing all Aquarium-related theatrical programming for children and family groups including outdoor musicals, historic interpretation, and improvisational exhibit based performances
  - Provide leadership and day to day supervision to all actor-related staff including hiring, training, timecard management and annual performance reviews
  - Collaborate with the Aquarium's Visitor Research department to evaluate all grant based theatrical programming for children and family groups
  - Manage and maintain budget of approximately \$100,000 per year for all theatrical programs
  - Act as a presenter delivering a wide array of programs throughout the Aquarium on a variety of topics including climate change, deep sea research, white shark research, and a variety of other animals
  - Collaborate with several different departments including Marketing, Events, Public Relations, Husbandry, Evaluation, and Education on various initiatives in order to develop and sustain the relationship between them and the Guest Experience Team; This includes bilingual events Dia Del Niño, Fiesta Del Mar, as well as World Oceans Day and Cooking for Solutions
  - Assist the Programs Team with providing training and feedback of regular and seasonal staff, contractors, volunteers, and student guides involved in visitor program delivery
- 4/08-7/08**     **Education Contractor: Friends of the National Zoo (FONZ), Washington, DC**
- Updated and redeveloped content for Summer Safari Day Camp Class Aide Training
  - Updated Summer Safari Day Camp Class Aide Manual for Jr. and Sr. Aides
  - Interviewed potential Class Aide candidates for 2008 Summer Safari Day Camp
  - Assisted with the facilitation of FONZ special events such as Earth Day Clean-up and Zoofari
- 9/02-6/07**     **Sr. Enrollment Advisor: University of Maryland University College, Adelphi, MD**
- Advisor to prospective, applied and admitted non-traditional graduate students; provided academic counseling, course selection and career advice
  - Provided proactive outreach to assigned prospective students through weekly marketing leads in an effort to meet or exceed enrollment targets and developed marketing plans to facilitate the making of enrollment goals
  - Assisted in representing and marketing UMUC at outside marketing events including the 2005 Booz Allen Golf Classic in Washington, DC, 2006 FOSE Conference in Washington, DC, Graduate Open Houses, Online Open Houses
  - Mentored new Enrollment Specialists; providing procedural and technical training
- 6/02-9/02**     **Youth Counselor: Celebrity Cruise Lines, Alaska and Caribbean**
- Organized, developed and implemented an entertaining and educational Youth Activities Program for youths ages 3-17
  - Served as Master of Ceremonies on stage; introduced activities, stage acts, etc. for large group presentations
  - Attended and participated in special events to socialize, organize and direct guests

## Volunteer Experience

- 8/08-9/08**     **Wildlife Conservation Volunteer: Harnas Wildlife Foundation and Guest Farm, Namibia**

- Prepared and organized food for a variety of different animals, including cheetahs, bat-eared foxes, a black-footed wild cat, mongooses, an African grey parrot and Chacma baboons
- Assisted with hand-rearing of various baby animals including baboons, giraffe and blesbok
- Assisted with animal tours for guests of the farm
- Participated in various farm activities, such as enclosure clean-up, patrol and waterhole building

**9/98-5/02 Musical Director: Red Hot Blue, Goucher College's Co-ed A Capella Group, Towson, MD**

- Musical Director 2000-2002, Member 1998-2002
- Arranged and taught entire repertoire
- Performed in concerts to raise money for AIDS charities, including the Don Miller House
- Organized the production of the group's debut recording: "Psychotropic Café", 2001

**1/99-12/00 Exhibit Guide: National Aquarium, Baltimore, MD**

- Worked in multiple areas of the aquarium, educating the public on exhibits and marine life
- Participated in a theatrical role play activity as a paleozoologist speaking about sharks
- Completed training in marine biology and ecology topics

## Internships

**Summer 2008 Exhibit Department: Smithsonian National Zoological Park, Washington, DC**

- Project Lead for Asia Trail summative evaluation project
- Created companion signs for various exhibits including the double-wattled cassowary
- Assisted with conceptual development of the upcoming Bird House Renovation Capital Project

**Spring 2008 Friends of the National Zoo: Smithsonian National Zoological Park, Washington, DC**

- Content lead for the redevelopment of the Conservation Kids' Club website
- Assisted with the facilitation of the Young Professionals Grapes with the Apes event
- Developed grant proposal for Zoo Family Guides that was submitted and approved by the Smithsonian Women's Committee

**Fall 2007 Museum Studies Department: Duke Ellington School of the Arts, Washington, DC**

- Taught high school students ages of 14-17 in the Museum Studies Program
- Created and implemented lesson plans based on identity, art and culture and took students on a field trip to the National Building Museum

## Computer and Language Skills

- Functional level of proficiency in the Spanish language
- Experience using Customer Relationship Management Tool, Goldmine
- Knowledge of Microsoft Office Suite, including Word, Excel, Publisher and PowerPoint
- Functional experience using Saphire Recruiting Software

## Presentations and Publications, Professional Affiliations and Awards, Academic Honors

**August 2012** IMTAL Presentations: "Pecha Kucha: Theatrical Evaluation at the Monterey Bay Aquarium", "Never Work With Animals"

**May 2012** AAM Presentation chair: "All the World's a Stage": International Museum Theater Alliance Showcase

**October 2011** IMTAL Insights article "Climate Change, Penguins and Theatre? A Day in the Life of the Coordinator of Theatrical Interpretation at the Monterey Bay Aquarium"

**May 2011** AAM Presentation panelist: "The Controversial Stage: Using Museum Theatre to Interpret Sensitive Topics"

**April 2011** AZA Conservation Education Newsletter article "The Gift of the Albatross"

**March 2011** Monterey Bay Aquarium Extraordinary Achievement Award

**June 2010** Monterey Bay Aquarium Extraordinary Achievement Award

**2011-Present** IMTAL Board Member at Large

**2009-Present** (International Museum Theatre Alliance) IMTAL Membership

**2007-Present** (Association of Zoos and Aquariums) AZA Membership

**2007-Present** (American Alliance of Museums) AAM Membership

**2002** Who's Who American College Students

**2002** Senior Leadership Award

Re: Chiappa Résumé for Youth and Family Programs Coordinator at Smithsonian Associates