

# Hazelynne Montgomery | Operations Manager | Live Events & Experiential Production

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**Operations and Event Manager** with 10+ years of experience delivering large-scale public events, festivals, and live productions. Proven leader in multimillion-dollar budget management, vendor oversight, venue partnerships, and high-volume guest operations. Known for building scalable systems, improving operational efficiency, and leading cross-functional teams in fast-paced environments.

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## RELEVANT SKILLS & EXPERTISE

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Event Operations Management • Budget Management (\$3M+) • Supplier & Contractor Management • Venue Relations • Operational Systems Design • Inventory & Asset Management • Risk & Safety Management • Production Scheduling • Workforce Management • Process Improvement • Documentation & SOP Development • Cross-Functional Collaboration • Agile & Waterfall Methodologies • Asana • Airtable • Kanban • Google Workspace • Data-Informed Decision Making • Leadership • Communication • Strategic Planning

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## PROFESSIONAL EXPERIENCE

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**Operations and Production Manager** • *Penguin Events dba Seattle Christmas Market, Seattle, WA* **02/2025 - 01/2026**

- Responsible for operational delivery of a large-scale seasonal market welcoming 180,000+ guests over a multi-month run at Seattle Center
- Oversaw a \$3M+ operational budget, tracking spend, forecasting needs, and supporting accurate financial reporting
- Managed all external suppliers and contractors, including onboarding and integration of 6 new suppliers for the 2025 season
- Collaborated extensively with **Seattle Center** as venue partner, maintaining strong working relationships with venue operations, facilities, and safety teams
- Designed and implemented **new inventory and asset management systems**, improving tracking, accountability, and long-term operational sustainability
- Developed operational workflows, documentation, and load-in / load-out processes to support future seasons and scalability
- Supported safety planning, site operations, and day-to-day issue resolution in a high-traffic public environment

**Interim Chief Operating Officer** • *Guild of Nerds, UK* **01/2023 - 02/2025**

- Directed organizational strategy, operations, and finances for a multi-event creative nonprofit
- Led the transition and stabilization of organizational operations, ensuring continuity and strategic alignment with Guild of Nerds' mission
- Oversaw production of 8–10 live events annually, including staffing, scheduling, and logistics

**Production Stage Manager** • *Freelance, USA* **04/2014 - 07/2022**

- Oversaw rehearsals, technical operations, and backstage execution across multiple live productions
- Managed backstage operations and crew scheduling during performances, guaranteeing adherence to safety protocols and efficient execution of cues and transitions, contributing to a 90% reduction in backstage incidents and errors
- Developed mentorship and training programs for 30+ students and early-career technicians

**Production Manager** • *My Haunted Forest, Vaughn, WA* **03/2020 - 11/2021**

- Managed nightly operations for an immersive event hosting up to 1,000 guests per night
- Collaborated with county officials and Fire Marshal to ensure full safety and fire compliance
- Implemented COVID-19 safety protocols resulting in **0 staff cases**

**Production Manager** • *Poulsbo Community Orchestra, Poulsbo, WA* **12/2016 - 03/2020**

- Promoted into a newly created Production Manager role due to strong stakeholder engagement
  - Coordinated concert production logistics with musicians, conductors, venues, and board members
  - Spearheaded the conceptualization and implementation of innovative marketing strategies and promotional campaigns, leveraging social media platforms and community partnerships to drive a 30% increase in ticket sales and event attendance
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## EDUCATION, CERTIFICATES, & CERTIFICATIONS

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**Google Project Management Certificate** • *Merit America, Virtual*

**08/2024**