

ISABELLA “BELA” BILES

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phone number available upon request

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WORK EXPERIENCE

Music & Arts

Ellicott City/Hanover, MD

December 2021 – August 2022

Senior Sales Associate/Lesson Coordinator

Contributed to an excellent customer service environment by advising patrons on their music-related purchases and endeavors as full-time Senior Sales Associate. Oversaw all lesson program-related tasks and issues as Lesson Coordinator, including scheduling, organizing students and teachers, document handling, and other assignments as needed. Facilitated reaching record-breaking Lesson Open House sign-ups on multiple occasions. Previously worked part-time at the Ellicott City M&A before being offered and accepting full-time position at the Arundel Mills store.

Stumpy’s Hatchet House

Columbia, MD

July – October, 2021

Assistant Manager

Maintained all operations within the most profitable Stumpy’s franchise in the U.S. while manager was indisposed for multiple weeks at a time, trained and managed groups of employees, upheld high standards of customer service, and kept an organized work and entertainment environment. Worked as a throwing coach and front desk receptionist when necessary.

UMBC Bookstore

Catonsville, MD

August 2018 – March 2020

Student Employee

Assisted customers with purchases, stocked shelves, and filled online graduation gown orders while keeping an organized and friendly shopping environment.

Baltimore Center Stage

Baltimore, MD

June – August, 2018

Summer Camp Education Program Intern

Aided teaching artists in implementing lesson plans and maintained an orderly but exciting camp experience for children ages 5-18.

LEADERSHIP EXPERIENCE

AF Theatre Company

Catonsville, MD

May 2019 – May 2021

Executive Board Member

Served as Secretary (2019-2020) and Vice President (2020-2021) for UMBC student theatre organization AF Theatre Company. Kept organized notes on club and executive board meetings, planned events, and served as acting president when the president was indisposed.

EDUCATION

Bachelor of Arts, Theatre: Theatre Studies, University of Maryland Baltimore County (UMBC), May 2021

SKILLS

Proficient with Microsoft Office, Video Editing, Intermediate-Advanced Piano, 16+ years of Music Theory, Music Composition, Valid Maryland Driver’s License
