

Kristen C. Heller

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CURRENT EMPLOYMENT

Milwaukee Film

Milwaukee, WI

Managing Director

January 2013 –Present

As one of the longest tenured staff, I helped to build Milwaukee Film's systems and policies to manage its biggest years of growth.

- Manage a year-round operations team consisting of 13 full-time and 26 part-time employees, in addition to 63 seasonal employees, overseeing the areas of Ticketing, Customer Service, IT/Technical, Cinema Operations, Festival Operations, Events, Volunteers, and Human Resources
- Oversee the production of all year-round events, including the Milwaukee Film Festival, Dialogues Documentary Festival, and Cinema Events (100,000+ combined attendees in 2023)
- Plan and execute an annual department budget of over \$700,000
- Negotiate contracts and manage relationships with external festival and event venues
- Serve as project manager for all Milwaukee Film construction projects, which, to-date has included a \$235k office remodel and \$6.25M in renovations for a 1920s historic movie palace
- Oversee management of daily operations and concessions revenues for two historic cinemas
- Manage Human Resources for organization, including HR systems and database, onboarding, and payroll and benefits administration

PAST EMPLOYMENT

Sundance Institute - Associate Manager, Information/Insiders, Sundance Film Festival **2010, 2011**

Great Books Summer Program - Logistics Director **2009 - 2012**

EDUCATION

University of Massachusetts, Isenberg School of Management Amherst, MA

Master of Business Administration 2010 (GPA: 3.77)

Full Merit-based Fellowship and Graduate Assistantship, Graduate Certificate in Film Studies

Skidmore College Saratoga Springs, NY

Bachelor of Arts, Studio Art & Art History 2005 (Cum Laude)

Awarded the Skidmore Thoroughbred Award for Leadership