

Lindsey Heinecken

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EDUCATION

Chapman University

Orange, CA

- Bachelor of Arts, Strategic and Cooperative Communication | Minor, Visual Journalism May 2026
- Provost Scholarship Recipient, Chapman University's Dean's List academic year 2024
- National Society of Collegiate Scholars May 2024-Present
- Relevant Coursework: Digital Design Journalist, Theory & Practice of Journalism, Social Media Marketing

EXPERIENCE

The LA Girl

Los Angeles, CA

Digital & Marketing Intern

September-January 2025

- Write and publish monthly "LA Happenings" articles using word press, write engaging copy, research local events, design graphics, create the outfit of the week, and write copy for it
- Create and manage weekly newsletters to reach 10,000 subscribers and maintain audience engagement & compiled and present weekly analytics for site, newsletter, and affiliates performance

Christies International Real Estate

Aspen, CO

Marketing & Operations Intern

July-August 2024

- Created and sent out daily email newsletters for new property listings to maximize listing exposure: created copy, graphics, and coordinated the email blasts to over 1,000 realtors
- Prepped properties for showings/rentals, organized contract negotiations, and operated the rental management software

Berkshires International Film Festival

Great Barrington, MA

Communications & Media Intern

June 2024

- Produced editorial copy to showcase pre, during and post event happenings and managed social media accounts and created daily content
- Coordinated event logistics: filmmaker panels for over 100 participants, interviews, venue setup, ticketing, and guest accommodations

CUSTOMER SERVICE EXPERIENCE

Hometean BBQ

Aspen, CO

Server

June 2023 - August 2024

- Assisted customers in order selection, recommended specific menu items, and ensured prompt, accurate service
- Ensured high guest check averages by suggesting and selling additional food and beverage items
- Continually visited guest tables to promote inviting and attentive service and provided direct assistance to bartender and lounge staff

Meat and Cheese

Aspen, CO

Expo

June 2024 - August 2024

- Acted as communicator between kitchen and front-of-house staff to ensure accurate and timely food delivery in a high volume, fast-paced environment
- Maintained quality control by double-checking orders for accuracy, presentation, and dietary specifications.
- Supported team operations by stepping in to help with bussing, running food, and hosting during peak hours.

Host

May 2020 - August 2022

- Communicated effectively with guests regarding wait times and seating options, maintaining transparency and enhancing the customer experience
- Ensured the use of a dynamic seating chart to optimize table turnover and guest satisfaction during peak hours

To-go

May 2020 - August 2022

- Managed phone and online orders through TOCK, carefully handling special requests and dietary accommodations to ensure exceptional guest satisfaction and uphold high service standards
- Coordinated high-volume takeout orders for a farm-to-table restaurant and market, ensuring accuracy, timeliness, and premium packaging

Clarks Oyster Bar

Host

May 2018 - August 2019

- Managed reservations and walk-ins using open table t to optimize table turnover and guest satisfaction during peak hours
- Clearly communicated wait times and seating availability to guests, ensuring a smooth and welcoming front-of-house experience

SKILLS & INTERESTS

Skills: Adobe InDesign & Photoshop, writing copy, Canva, Google Analytics, MailChimp, creative writing, PowerPoint, content creation, event planning, social media management

Interests: Writing, news, storytelling, graphic design, reading, cooking, running, history, skiing, painting, hockey, photography, travel