

# Alexandra McCardell

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## SUMMARY

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Administrative and coordination professional with deep experience supporting fast-paced operations and live event environments. Brings a strong foundation in scheduling, documentation, stakeholder communication, and issue escalation, with hands-on exposure to venue operations and show-day logistics. Known for keeping details organized, anticipating needs, and supporting teams behind the scenes so events run smoothly. Actively pursuing a transition into booking coordination and talent support within the music industry.

## EXPERTISE

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**Core Competencies:** Administrative Support | Event Operations | Documentation | Stakeholder Communication | Issue Escalation | Workflow Coordination | Compliance Awareness | Calendar Management | Client & Guest Relations | Cross-Team Collaboration | Live Event Logistics

**Technical:** Microsoft Office | Google Workspace | Adobe Creative Suite | Ticket Scanning Systems

## PROFESSIONAL EXPERIENCE

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Wedbush Securities | Los Angeles, CA 02/2020 – Present

### **Money Movement Specialist (03/2025 – Present)**

- Review and process high-risk client cash and securities movement requests across checks, ACH, and domestic/international wires
- Assess fraud and compliance risk tied to asset movement activity, identifying red flags and irregular patterns prior to approval
- Serve as a point of escalation for complex or time-sensitive client issues involving asset transfers
- Communicate directly with clients and internal teams via phone and email to resolve movement-related inquiries
- Apply AML guidelines and internal controls to detect and prevent unauthorized or suspicious transactions
- Cross-train with adjacent service teams to provide coverage and maintain continuity during peak volume periods
- Support process improvements by identifying gaps, inefficiencies, and recurring risk issues within movement workflows

### **Administrative Assistant (02/2020 – 03/2025)**

- Provide daily administrative support for 10+ offices across the US—reporting directly to the Department Manager
- Implemented and adopted new policies and procedures to ensure continued operations in response to COVID-19
- Manage a database of clients, ensuring accurate profiles, communications, and documentation while adhering to confidentiality
- Communicate with Financial Advisors and Branch Managers to resolve inquiries regarding accounts and documents

Goldenvoice | Shrine Auditorium & Expo Hall | Los Angeles, CA 10/2025 – Present

### **Guest Services**

- Support front-of-house operations for live events, serving as an on-site resource for guests, VIPs, and event staff
- Act as a first point of contact for guest issues, resolving concerns in real time and escalating when necessary
- Manage entry operations including ticket scanning, wristband distribution, and access control
- Coordinate with security and operations teams to maintain safe crowd flow during guest arrival and exit
- Monitor guest conduct and alcohol service to ensure compliance with venue policies and local regulations
- Assist with ADA seating and accommodations to support accessibility needs
- Maintain situational awareness of venue layout, schedules, and event logistics during live shows

Red Light Management | Los Angeles, CA 08/2023 – 12/2023

### **Artist Management Intern**

- Compiled artist background checks including biography, label, management, and streaming performance
- Prepared internal summaries on artist activity, audience reach, and current market visibility
- Took notes during meetings between artists and management teams to support follow-up
- Researched press outlets and media opportunities for upcoming artist releases
- Summarized relevant music industry news and trends for artist managers

OCDesignsOnline | Marmora, NJ

04/2012 – 12/2019

***Project Manager / Junior Designer***

- Served as primary point of contact for clients on web design projects—assessing scope and requirements of each project
- Oversaw web design and adjustments for an average of 100+ projects of year, in collaboration with 8 team members
- Cultivated relationships with client stakeholders to ensure streamlined communication and quality of services rendered
- Increased revenue through designing websites, promotional web banners, postcards, and magazine advertisements
- Reduced costs by 20%, utilizing Adobe Photoshop to implement design adjustments instead of delegating to external designers
- Streamlined productivity by taking on a larger role—enabling expansion of client caseload and newly hired staff

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## EDUCATION & CERTIFICATIONS

1500 Sound Academy

**Certificate, Music & Industry Fundamentals**

Stockton University

**Bachelor of Science: Biology**