



# Suzy D'Angelo

## KIDS PARTY HOST, ENTERTAINER & PROGRAM FACILITATOR

*"Adaptable entertainer ... who packs small but plays big ... performs every show like it's the opening night ... and always expects the unexpected."*

**Innovative Educator and Coordinator** with a strong ability to creatively plan, set up and facilitate child-centred and age-specific programs that engage, stimulate, and teach children from diverse cultures, interests, and ages. Boasts ability to innovate—on the spot—to drive all-in fun and interaction, turn party poopers into partyers and bring smiles to the faces of many.

**Career Entertainer, Singer and Musician** who offers extensive music knowledge and global performance expertise (various genres). High-energy Host, MC and DJ—games/trivia nights, cruise ship events (kids, guests, and crew), performance gigs and entertainment productions (live, recorded, and broadcast)—with a focus on providing an unforgettable experience for all.

**Solution-centric Events Planner and Manager** who blends a unique and diverse background—music, entertainment, operations and events—to boost sales, build brand awareness, drive operational efficacies, and forge win-win partnerships.

### STRENGTHS SNAPSHOT

Program Planning & Facilitation (Children & Adults) – Public Performance Management – Stage Management  
Health & Safety Compliance – Program Management – Production Management – Scheduling & Coordination  
Stakeholder Engagement & Relationships – Media & Publicity – Sales & Marketing Campaigns – Staff Management  
Strategic Networking – Solution Development, Negotiation & Closing – Incident Management – Alliance Building

Qld Blue Card, Working with Children Check (WWCC) | Australian Business Number ABN  
\$20M Public Liability Insurance | First Aid & CPR Trained | Health, Safety & COVID Compliant

### CAREER HIGHLIGHTS

#### Event Operations Management

Drove consistent YOY sales growth after taking over failing resort operations through successful event productions, publicity promotions, and business remodeling (systems and processes).

#### Program Facilitation

Delivered exceptional, child-centric, out of school hours care to primary aged students via centre-based, before and after school and vacation care programs within the Brisbane community.

#### Music Performance Delivery

Leveraged eclectic musical aptitude and performing expertise as Lead Singer in local and international hotels, cruises, live events, and festivals across Australia, US, Japan, Korea, UAE, Papua New Guinea, the Caribbean, and others.

*"It's not the destination, but the ride."— David Kaye*

## Suzy D'Angelo

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Offers Out of School Hours & Holiday Program Expertise & 20+ Years in Entertainment, Events Management & Music



PROFESSIONAL EXPERIENCE

**JUNIOR ADVENTURES GROUP (JAG) | BRISBANE, QLD | 2021 — PRESENT**

*A multi-brand Education provider with leading Before and After School Care brands OSHClub, Helping Hands and Primary OSHCare. Providing outside school hours care (OSHC) services to over 440 schools across Australia, including before and after school care, holiday programs and associated management services to government, independent and Catholic primary schools.*



**ASSISTANT PROGRAM COORDINATOR**

Headhunted for work with Helping Hands to bolster the Program Coordinator in all aspects of centre operations and team leadership—from student wellbeing, program enrichment and activity coordination to reporting, rostering and staff support.

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*As a right arm to the Program Coordinator—empowered educators to provide a safe, resource-rich, adventure-filled environment for children through mentoring, inspiring, challenging and nurturing a team of 20 educators.*

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- **Ensured full NQF compliance for the large 170-space approved facility** by delivering JAG’s NQF-approved learning framework and educational programs, ensuring on-time reporting, and achieving National Quality Standards.
- **Empowered school-age children to develop vital skills to thrive in the 21<sup>st</sup> century** through overseeing the delivery of fun, child-driven activities and age-specific ateliers based on the interests and passion of children within the centre.
- **Contributed to all aspects of the day-to-day running of the service**, consistent with centre’s philosophy to deliver engaging and meaningful experiences for all children. Built long-lasting relationships with children, families, and community links.

**FRONTLINE EDUCATION | BRISBANE, QLD | 2020 — 2021**

*Australia’s leading education staffing agency, with permanent, temporary and contract roles in early years education, primary and secondary school, out-of-school/vacation care, and further education.*



**EDUCATOR**

Hired to deliver child-centric, out-of-school hours care to primary-aged students via centre-based, before and after school and vacation care programs within the Brisbane community. Served as an on-call educator for multiple organisations and schools—including a large 120-space approved facility—such as Helping Hands (part of Junior Adventures Group), Centrecare, Camp Australia, Jabiru Community, Youth and Children’s Services Association, St Paul’s Lutheran Primary School and more.

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*As a passionate contributor to “building brighter futures together”—provided more than just childcare—by igniting children’s curiosity and enthusiasm for learning and delivering programs that truly enriched the lives of children and their families.*

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- **Catalysed opportunities for school-age children to maximise potential** and build foundations for future success via authentic learning experiences and delivering individualised programs in line with the National Quality Framework.
- **Leveraged exceptional problem-solving abilities within high-pressure and busy environments** to provide children with superior early childhood education and care. Maintained high-level health and safety standards.

## SCARBOROUGH BEACH RESORT | BRISBANE, QLD | 2009 — 2020

*5-star beachfront resort with accommodation for up to 1K tourists.*

### MANAGER – RESORT, TOURISM, AND ENTERTAINMENT OPERATIONS

Onboarded to oversee day-to-day holiday resort operations encompassing front office and administration, events and entertainment, budgeting, housekeeping and maintenance, travel and tourism promotions, and customer service. Drove continuous operational and accommodational improvements to enhance client satisfaction and retention. Sold and acquired units, reduced overhead expenses, bolstered tourism campaigns and partnerships and mounted new marketing events.

*Drove consistent year-on-year sales growth after taking over failing resort operations through successful event productions, marketing promotions, and business remodelling (systems and processes).*

- **Entertained guests and local visitors during live events at the resort** as the lead singer of a “special guest duo.”
- **Saved resort hotel from complete shutdown** by spearheading operational restructuring (costs and infrastructures), property selling and acquisition, and bank refinancing.
- **Boosted revenue to 100% occupancy rate** throughout the season after launching a free mega promotional event for travellers with sponsorship support from local businesses and entertainment performances from guest musicians.
- **Cut overall expenses while growing sales** by enhancing accommodation services, improving tourist operator partnerships, and expanding product marketing promotions (radio, magazines, TV, website, and Facebook).
- **Achieved 99% guest satisfaction rating** by reducing customer waiting time in booking accommodations, rejuvenating resort amenities, and streamlining the reservation system (RMS to NewBook).

### ‘THAT RED HEAD’ DUO | AUSTRALIA, UNITED STATES, UNITED KINGDOM, ASIA, AND UAE

*Performed smooth Jazz standards at the likes of the Windsor Hotel, Brighton Savoy, Sofitel, The Strand, Quat Quatta, Carlton Gardens, Metropolitan Eating House, The City Tiler, Open Studio, Hogan’s Hotel and more.*



### LEAD SINGER AND MUSICIAN

Invited frequently to perform on short and long-term residency engagements at multiple bars, restaurants, hotels, and events locally and internationally. Partnered closely with artists, performers, disc jockeys, and staff to deliver engaging and optimal live musical acts/performances. Performed weddings, private functions, corporate events, and openings.

*Gained popularity in local Seoul market by showcasing a wide variety of internationally recognised and local songs (pop, ballad, classical, pop/rock, disco, and dance)—loved by Koreans.*

- **Leveraged eclectic musical aptitude and performing expertise as Lead Singer** in local and international hotels, cruises, live events, and festivals across Australia, US, Japan, Korea, UAE, Papua New Guinea, the Caribbean, and others.
- **Increased revenue and foot traffic** in one of the Korean bars after learning and performing popular Korean songs, appreciated, and praised by locals across Seoul.
- **Expanded music knowledge to offer new and fresh repertoire** by travelling extensively to well-known countries and cities (Las Vegas, New Orleans, New York, Paris, England, Florence, Naples, Venice, and Rome).



## RESIDENCY ENGAGEMENTS

### International and Local Hotels

Radisson Hotel, Cairns (1 year), Reef Hotel Casino, Cairns (6 months), Brothers Leagues Club, Cairns, Cairns International, Travelodge Port Douglas, Kookaburra Queen, Brisbane (6 months), Marriot, Brisbane Southbank, Brisbane (6 months), Carols by Candlelight, Gold Coast (1994), Swiss Grand Hotel, Korea (1 year), Hilton, Dubai (4.5 months), Lotte Hotel Seoul, Korea (6 months), Le Royal Meridien Beach Resort and Spa, Dubai (4.5 months), Asakusa View Hotel, Japan (2 contracts/6 months each), Nagoya Marriott Hotel, Japan (6 contracts/6 months each), and Hyatt Hotel, India (6 months).

### Cruise Line and Shipping Companies

Holland America Windstar Costa Rica, Mexico, The Caribbean (St. Barts, St. Martin) (4.5 months), Holland American Windsong Tahiti (4 months), Princess Cruises Hawaii, Los Angeles (6 months), Seabourn Mediterranean France, Italy, Spain, Malta, Tunisia (6 months), The Orion Antarctica, Papua New Guinea, Solomon Islands, New Zealand, Tasmania, and around Australia (2 years).

## PRODUCTIVITY TOOLS & LANGUAGES

RMS – NewBook – NCT – iOS – MS Office (Word and Outlook) | Bilingual: English – Korean (Basic)

## TESTIMONIALS

“Suzy D’Angelo and partner known as ‘That Red Head’ built a strong customer base of local Korean clientele and foreigners—ensuring our revenue and budget were met and exceeded throughout their 13-month engagement.”

— *Dirk Gerber, General Manager, Swiss Grand Hotel, Korea*

“That Red Head’s refreshing entertaining friendliness combined with well-composed and updated music repertoire has been well received. Their appearance on stage made a good impression, and they showed flexibility towards performing hours and sudden changes in performance location.”

— *Marco Frik, Food and Beverage Director, Le Royal Meridien Beach Resort and Spa, Dubai*

“Over the last 11 years as a solutions-focused Manager of Resort, Tourism, and Entertainment Operations, Suzy has repeatedly shown her strong ability to plan, coordinate and deliver remarkable results.

When Suzy joined the leadership team, Scarborough Beach Resort was under serious threat of closure and required a complete overhaul in all areas of operations. Not one to shy away from a challenge, Suzy jumped in with both feet to manage change and played a pivotal role in the successful operation seen today. She implemented short- and long-term strategies that resulted in quick wins and sustainable operations.

Being a long-time entertainer and avid events planner, Suzy’s talents shone through in the area of entertainment and events. Suzy introduced a “mega event” to attract visitors to the Village, and singlehandedly managed catering, vendors, entertainment, promotions, sponsorships, and set-up/clean-up for the entire function. The event was a major hit with locals and travellers and became a yearly event (albeit a little smaller). This initiative alone raised revenue to 100% occupancy—unseen since 2005!

Some of the longer-term impacts Suzy influenced include business model restructuring and planning, operational cutbacks, brand/image improvement, stakeholder relationship building, asset renovations, and sales. Suzy will be an asset to any organisation seeking to grow through entertainment, events and programs.”

— *Greg Barnes, Managing Director, Scarborough Beach Resort*

### Resume Strategy:

I've worked with Suzy on and off over the years.

Suzy was an avid jazz musician and performer who spent her early career chasing her dreams to travel the world and perform in international hotels and cruise ships. In 2009, Suzy (and her husband) were called on by a family member to save a family-owned beach resort from imminent collapse. Suzy took that challenge head-on and played a significant role in bringing the resort back to 100% occupancy, introducing/managing events, streamlining operations and an eventual high-dollar sale.

After the resort sold, Suzy was approached by someone she knew to take on a role in an education facility caring for children as part of out-of-school hours care for primary-aged students. This was an easy transition for Suzy; she enjoyed working with kids. In 2021, Suzy came to me excitedly wanting to combine her passion for music/entertainment and children by targeting entertainment/kids party companies as a 'Kids Party Host, Entertainer and Program Facilitator.'

I focused Suzy's new resume on her recent work with children (including program design and facilitation) and extensive background in music, entertainment, events management and more. I combined a fun design with hard-hitting and relevant content distinctly tailored to the companies and roles Suzy was now seeking.

Results: Suzy landed a new role as a 'Kids Party Host, Entertainer and Program Facilitator' with the very first company she approached.

Please Note: This resume was written for the Australian market; therefore, spelling, dates, and acronyms align with relevant standards. The format was kept at A4 sizing (in compliance with 2022 TORI requirements), and page length fits within the 3 to 4 pages widely accepted across Australia as best practice. Content has been fictionalised to protect client privacy.