

Summary

Detail-oriented Box Office Manager executing event management support in pre-event operations and logistics. Demonstrated leadership to coordinate activities and events with maximum efficiency. Excellent communication and relationship-building skills. Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive team success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance. Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

Skills

- Proficient in Microsoft Office.
  - Eager to work, to interact with customers and coworkers, and to be dependable and responsible.
  - Scheduling and Coordinating
  - Teamwork and Collaboration
  - Ticket Printing
  - Ticket Selling
  - Decision Making
  - Calm Under Pressure
  - Professional and Courteous
- Computer Skills
  - Business Analysis and Reporting
  - Problem Resolution
  - Complex Problem Solving
  - Staff Training
  - Adaptability
  - Data Management
  - Critical Thinking
  - Mathematical reasoning and number facilitation

Experience

Assistant to Performing Arts Box Office Manager, 09/2021 to Current

University Of Utah – Payson, UT

- Responded to patron questions, concerns and complaints to manage difficult or emotional patron situations.
- Resolved customer inquiries and complaints requiring management-level escalation.
- Customized seating and pricing configurations and created events as directed within AudienceView (AV) computer ticket system for events.
- Directed training, policies, and staff scheduling for the Kent State University (KSU) Performing Arts Box Office and the KSU affiliated professional Porthouse Theatre Box Office.
- Generated ticket scan reports, reservation lists, and subscription rollover completion reports.
- Created season subscriptions in the AV system and processed subscriptions over the phone and through the mail.
- Aided in hiring process for new staff members by reviewing resumes and applications.
- Coordinated and tracked shift changes amongst box office employees.
- Checked system for seat availability and provided customers with available options.
- Entered customer information into POS system and promoted accuracy by repeating information obtained to customer.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various box office operational standards.
- Collaborated with the Box Office Manager on projects and modifications to operations.
- Built and maintained productive relationships with coworkers.
- Answered phone calls to assist customers with questions and orders.
- Managed the box office and the house during events by overseeing ticket sales and scanning and coordinating with the respective stage manager, director, conductor, etc.
- Remained aware of surroundings and secured cash to minimize loss potential.
- Created, mailed, and processed group orders and community nights for the Porthouse Theatre.

Cashier, 05/2021 to 08/2021

State Of Nevada – Ely, NV

- Operated cash register to receive payment by cash, check and credit card and provided accurate change
- Scanned merchandise using cash register for accurate purchase totals.
- Trained new team members in cash register operation and customer services.
- Answered customer questions and provided store information.
- Processed refunds for worn, damaged and broken merchandise.
- Monitored cash drawers in checkouts to verify adequate cash supply.
- Counted cash drawers as part of store closing procedures and reconciled registers to prepare daily bank deposits.
- Verified customer age requirement for alcohol or tobacco purchases.
- Connected incoming calls quickly using multi-line telephone system to minimize hold times.

Student Worker, 08/2020 to 03/2021

Kent State University, College Of The Arts Dean’s Office – City, STATE

- Served as receptionist for the front desk
- Emailed acceptance letters to graduate students
- Emailed gift acknowledgement letters to college donors
- Inserted 1000 Dean’s list letters into envelopes
- Labeled envelopes and inserted 500 Thanksgiving cards
- Picked up mail at Mail Services
- Assisted with filing.

Front Desk Employee, 05/2019 to 09/2019

White Swan Quality Cleaners – City, STATE

- Provided customer service with attentiveness and courtesy
- Entered customer dry cleaning orders into computer
- Collected, inspected, and sorted laundry into categories for dry cleaning
- Handled monetary transactions with care and accuracy
- Closed store and counted register for the evening shift.

Education and Training

Bachelor of Science: Mathematics, 05/2023

Kent State University - Kent, OH