

Lucy Suddenly

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The Big Idea

- Bright, analytical web developer with background in operational management and live-event programming.

Technical Proficiencies

- Javascript
- Reactjs
- Ruby
- Ruby on Rails
- HTML
- CSS
- Git
- Heroku
- SQL

Portfolio

- Eventfindr - [Video Demo](#) - [Github](#)
- Flatiron Module 1: Ruby CLI
- Meme Wars - [Heroku](#) - [Github](#)
- Flatiron Module 2: Ruby on Rails
- Translatr - [Frontend](#) - [Backend](#)
- Flatiron Module 3: Javascript
- Twitter Bot - [Twitter](#)
- Personal Project: Ruby, Nokogiri
- Technical Blog - [Dev.to](#)
- Flatiron School Project

Other Expertise

- Report Generation
- Event Management
- Contract Settlement
- Customer Service Management
- Sales Operations Management
- Ticketmaster Archtics Systems
- Ticketmaster Host Terminal
- Microsoft Excel and Office

Relevant Experience

- **Student** – Flatiron School, Web Development Immersive Program
January 2019 – May 2019 (Projected)
 - Rapidly learned industry-standard technologies to achieve skill relevancy.
 - Worked collaboratively to complete portfolio projects, simulating team development environments.
 - Completed programming challenges to demonstrate language proficiency.
 - Delivered presentations on varied technical topics.

Previous Experience

- **Regional Sales Operations Manager – West Coast** – Broadway Across America
April 2010 – February 2014
 - Led operations effort to increase Seattle market subscription numbers 200%+ during tenure.
 - Pioneered ticket system techniques to accommodate new subscription structures.
 - Engineered solutions to inventory-sharing problems across ticket systems, enabling higher sales velocities.
 - Settled multiple blockbuster engagements on behalf of BAA in several markets.
 - Worked closely with presenting partners to reinvigorate relations.
 - Provided vital ticket system support to colleagues, partners, and clients
- **Assistant Ticketing Manager / Box Office Manager** – Live Nation
June 2006 – April 2010
 - Managed ticketing and sales operations for The Gorge Amphitheatre.
 - Assisted with the same for White River Amphitheatre.
 - Built and monitored events across multiple ticket systems and venues.
 - Joined the launch team in quality assurance-testing Live Nation's CTS ticket system.
 - Coordinated event builds and ticket counts with third-party venues.
 - Advanced and maintained relationships with agents, tours, and venues.
 - Provided operational support to box office personnel.

Formal Education

- **Bachelor of Arts, Psychology** - Western Washington University

Recognition

- **Award - Broadway Across America Star, National Employee of the Month**, May 2011
- **Nomination - International Ticketing Association Young Professional of the Year award**, 2012

Buzz

"Always willing to go that extra mile with partners, staff and patrons to get the job done, and always with a smile."

-Colleague, Broadway Across America

"You did a fantastic job and were a complete pleasure with which to work! Attention to detail, keeping calm under pressure, and not messing anything up are all great traits to possess as a box office manager. Keep up the great work. You will go far in this biz!"

-Client, Live nation