

# Jose A Felix

Hawthorne, CA | (323) 419-7653 | jafelix73@gmail.com | [www.linkedin.com/in/jose-felix-22717015/](http://www.linkedin.com/in/jose-felix-22717015/)

Experienced data analytics specialist with a toolbox that includes SQL, R, Python, Excel, and Tableau. Hard-working and dependable team player with strong communication, organizational, and analytic skills. Recently completed the Google Data Analytics Certificate—a rigorous, hands-on program that covers the entire scope of the data analysis process.

## SKILLS | INTERESTS

- Data Visualization (Tableau)
- Excel (Pivot Table/VLookup)
- Structured Query Language (SQL)
- R Programming
- Python 3.0
- HTML
- OpenRefine
- Data Analysis
- Data Cleaning
- Communication
- Effective Presentations
- Data-Driven decision making
- Calculating and analysis in SQL and spreadsheets
- Reporting (Revenue & ROI)
- Budgeting
- Bilingual (Spanish)
- Business Analytics
- Customer Service

## EXPERIENCE

**Ticketmaster**, Hollywood, CA

March 2020 – Present

***Client Support Specialist***

- Support the day-to-day needs of Ticketmaster clients relating to ticket systems and products.
- Advice and assist clients with reporting sales using SQL and Excel.
- Provide on-site event support and after-hours office support.
- Provide high level marketing support and data analysis using Ticketmaster no-cost solutions.

**The Soraya (Valley Performing Arts Center) @ CSUN**, Northridge, CA

October 2010 – March 2020

***Ticket Supervisor (2010-2013) / Operations-Data Specialist (2014-present)***

- Customized SQL scripts to produce spreadsheets not available in Archtics (SQL/CRM Ticketmaster software).
- Launched marketing and sales reports for department heads on a daily, weekly and monthly basis using SQL, Excel and Tableau to create standard and dashboard reports.
- Performing daily data-cleansing using SQL and manual input or CRM database.
- Analyze and update dynamic pricing using price analysis.
- Querying patron lists for web and email campaigns.
- Managed the day-to-day operation of the ticket office.

**AEG – Dignity Health Sports Park (The Home Depot Center)**, Carson, CA

January 2006 – May 2009

***Manager - Premium Ticketing***

- Managed the day-to-day operation of Home Depot Center Premium Ticket Operations.
- Fulfilled sales orders for premium suite and seat orders and calculated sales department commissions.
- Maintained the relational ticketing database (Archtics) with sales, patrons, and events.

**UCLA Central Ticket Office, Westwood, CA**

January 2004 – January 2006

***Supervisor - Phones***

- Managed 20-30 part-time customer service representatives and a full time Donor CSR representative.
- Conducted interviews and hired new student employees.
- Conducted quarterly and annual reviews of student workers and one full-time employee.
- Maintained current information for different events and products for sale over the phones.

**UCLA Central Ticket Office, Westwood, CA**

January 2003– January 2004

***Donor Customer Service Representative - Phones***

- Responsible for answering the major donor line and assisting with overflow calls.
- Assisted the phone manager with scheduling and managing part-time staff.

**Paciolan, Inc., Irvine, CA**

January 2000– January 2001

***Web Designer, E-Venue***

- Designed web sites for the E-Venue university and performing arts clients.
- Prepared graphics and overall look and feel of the e-commerce sites

**UCLA Central Ticket Office, Westwood, CA**

January 1996– December 1998

***Supervisor - Windows***

- Supervised a staff of fifteen students selling UCLA and consignment tickets
- Maintained the ticket stock and daily audit of the registers and ticket inventory.
- Monetary reconciliation with major clients such as Ticketmaster.

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**PROFESSIONAL INVOLVEMENT | VOLUNTEER ACTIVITIES**

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**Student Finance Association, Member**

September 2019 – Present

- Attend weekly workshop on Financial & Valuation Modeling, Accounting Methodology, and Excel

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**CERTIFICATIONS | CLASSES**

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**Google Data Analytics Specialization**

December 2021

**Data Analysis & Modeling using R**, Cal State University, Northridge

Spring 2020

**Introductory Statistics**, Cal State University, Northridge

Fall 2017

**Basic Business Statistics using Excel**, Cal State University, Northridge

Fall 2019

**Creating Interactive Dashboards in Tableau 10**, Lynda.com

May 2019

**SQL Essential Training**, Lynda.com

May 2019

**Tableau 10: Mastering Calculations**

April 2019

**Financial Forecasting with Big Data**, Lynda.com

March 2019

**Tableau 10 for Data Scientists**, Lynda.com

September 2018

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**EDUCATION**

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**Bachelor of Arts in Spanish, Language & Literature**

University of California, Los Angeles