

Jose A Felix

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Experienced ticketing & analytics specialist managing sales reporting, and data analysis using Excel, SQL, Tableau, Python, and R. Hard-working and dependable team player with the ability to communicate effectively and efficiently.

SKILLS | INTERESTS

Skills:

- Tableau
- Excel (Pivot Table/Lookup)
- SQL
- HTML
- OpenRefine
- R
- Python
- Microsoft Office Suite
- TM Archtics
- TM Host
- Salesforce
- Management
- Reporting(Revenue & ROI)
- Budgeting
- Sales Support
- Operations
- 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 using Salesforce to track and relay client needs.
- Advice and assist with reporting and event creation.
- Provide on-site event support and after-hours office support.
- Provide high level marketing support on 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)

- Customize SQL scripts to produce spreadsheets not available in Archtics (SQL/CRM Ticketmaster software).
- Maintain marketing and sales reports for department heads on a daily, weekly and monthly basis using Excel and Tableau.
- Responsible for CMS customization for New Account Manager.
- Analyze and update dynamic pricing using the Ticketmaster Pricemaster API tool.
- Creation of TM Messenger/Engage lists and marketing emails as well as the Plan Your Event patron email prior to each performance.
- 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.
- Responsible for the building of all season and special events in Archtics.

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.

PROFESSIONAL INVOLVEMENT | VOLUNTEER ACTIVITIES

Student Finance Association, Member

September 2019 – Present

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

CERTIFICATIONS | CLASSES

Data Analysis & Modeling using R, Cal State University, Northridge
Introductory Statistics, Cal State University, Northridge
Basic Business Statistics using Excel, Cal State University, Northridge
Creating Interactive Dashboards in Tableau 10, Lynda.com
SQL Essential Training, Lynda.com
Tableau 10: Mastering Calculations
Financial Forecasting with Big Data, Lynda.com
Tableau 10 for Data Scientists, Lynda.com

Spring 2020
Fall 2017
Fall 2019
May 2019
May 2019
April 2019
March 2019
September 2018

EDUCATION

Bachelor of Arts in Spanish, Language & Literature
University of California, Los Angeles