**Jose A Felix**

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

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 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

**EDUCATION**

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

University of California, Los Angeles