

Evan Hatley

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SUMMARY

Former live music industry employee turned office management, looking to transition to a career in technology and IT. Currently in education learning how to be a full stack web developer, with an emphasis on back-end technologies.

SKILLS & TOOLS

- Customer Service
- Written and Verbal Communication
- Data Driven decisions
- Time Management
- Employee Management
- HTML and CSS
- Javascript and Node
- SQL
- IT Support
- Eventbrite
- AXS Ticketing
- IT Support
- Inventory Management
- Resource Allocation
- Strategic Planning
- Product Procurement

EMPLOYMENT

Plug Your Holes LLC, Kansas City, MO – *Fulfillment Manager*

March 2019 – November 2023

- Created and managed the incoming and outgoing of thousands of orders per year, leading to \$8 million in revenue 2022.
- Led a team of 10 to successfully fulfill orders on time.
- Lead on inventory, ensuring product levels were accurate and in-stock.
- Ensured quality of outgoing products to customers through attention to detail.

Arvest Bank Theatre at the Midland, Kansas City, MO – *Box Office Assistant*

March 2019 – March 2020

- Sales experience through ticket transactions and offering upsells to VIP seating.
- Technical support by troubleshooting any ticketing problems for customers through AXS BackOffice and Flash Seats.
- Assisting in day-to-day management of box office via running event reports and cash handling.

The Truman, Kansas City, MO – *Front of House Staff*

September 2018 – March 2020

- Sales experience through in-person and online transactions using Eventbrite and Ticketfly software.
- Interfacing with guests to provide a customer-friendly environment through information service, crowd management, merchandise sales, and emergency situations.

Starlight Theatre, Kansas City, MO – *Artist Merchandise Sales*

June 2019 – August 2021

- Inventory management by counting in all merchandise before event, then settling with tour merchandise manager after the event ends.
- Handle cash and card transactions for customers and ensure satisfaction with every product they purchase while maintaining stock throughout the events.
- Sales experience has led to higher than touring average of merchandise sales by an average of \$1 to \$2 per head.

Costco Wholesale, Overland Park, KS – *Front End Associate*

June 2015 – February 2019

- Performed cash transactions often over several hundred dollars for customers in an environment that would reach 300 or more customers per hour.
- Organized store inventory physically and electronically through AS400 inventory system to increase sales and prevent loss of merchandise.
- Created a positive shopping experience through assisting with locating products, lifting large products into customers' vehicles, and managing customer carts and wheelchairs.

Student Union Activities, Lawrence, Kansas – *Live Music Coordinator*

November 2017 – May 2018

- Budgeted \$70,000 to book artists and plan events on behalf of the University of Kansas, leading to rising student attendance for sponsored events
- Created a timeline of events and goals to coordinate all events and promotions with other committees
- Collaborated with KU graphic artists to produce marketing materials, such as posters, fliers, and radio advertisement
- Contacted bands and media in Lawrence to create a more positive relationship between KU and local businesses

Riot Fest Corporation, Chicago, IL – *Remote Marketing Intern*

March 2016 – October 2016

- Assisted in targeted marketing campaign towards potential festival attendees through data entry
- Coordinated interviews between artists and press by escorting artists and communicating with press members
- Assisted photographers in creating marketing materials for artists, including an album cover
- Conducted a public-facing marketing experience through community engagement campaign at a partnering festival

EDUCATION

University of Kansas, Lawrence, KS – *Bachelor of Arts in Psychology*

August 2014 – May 2018

- Departmental and General Honors Cumulative GPA – 3.91
- Graduated "With Distinction" – Top 10% in College of Liberal Arts and Sciences
- Minor in Business, with emphasis on Marketing
- Presented research at the Symposium for Undergraduate Psychology Engagement and Research
- Currently enrolled in a coding bootcamp through KU, learning Full Stack Web Development