

Jeremy J. Maldonado

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Education

The University of Kansas

Bachelor of Science in Education, emphasis in Sport Science

Lawrence, KS

December 2005

LaunchCode LC101

20 week program to learn fundamentals of web development

Kansas City, Mo

March 2018

Experience

Sporting Kansas City

Box Office Supervisor

Kansas City, KS

(Feb 2017 – Present)

- Help with box office seller training in conversion from Ticketmaster to SeatGeek.
- Supervise 8 part time ticket sellers on game days.
- Help distribute media and public will call.
- Provide leadership on issues that arise during game day.
- Balanced box office monies at the end of the night.

Ticketboat

Asset Specialist

Westwood, KS

(Aug 2014 – March 18)

- Acquire ticket inventory for various events including concerts, sporting events and theatre.
- Responsible for large deals with NCAA, MLB, and Arenas. Handled all research, analysis, negotiations, closing, and account upkeep.
- Research and make recommendation on inventory acquisition. Includes looking at historical sales data, Google trends, social media trends, and other metrics
- Create purchase orders for events bought.
- Setting pricing for assigned events and last minute inventory. Use analytics, market research, comparison of various secondary market ticket exchanges, and data from primary box office to determine pricing
- Help setup and implant AutoProcessor for purposes of creating automatic purchase orders.
- Managed ticket inventory purchased. Includes confirming tickets bought are tickets received, downloading and printing E-tickets, and reconciling inventory
- Developed and rewrote training documents for new employees

Hartman Arena

Box Office Manager

Wichita, KS

(May 2011 - Feb 2014)

- Project manager for transition from Tickets.com to Ticketmaster ticketing software. Including access management changeover, customer database transition, staff training, and best practices implementation
- Responsible for supervision of Tickets.com ProVenue ticketing system and Hartman Arena Box Office grossing over \$1 Million in ticket revenue annually
- IT supervisor for box office. Responsible for all hardware and software needs for box office. Including setup of computer system and peripheral device for box office, 3rd party point of contact for hardware and software issues, all hardware and software upgrades for box office, and setup and maintenance of wireless remote access points and network.

- Implemented seating & ticket prices plans for tenant indoor soccer and indoor football teams
- Work each season with independent ticket printing vendor to order specialized season tickets for tenant sports teams
- Run and supervise 5 ticketing outlets for Stage 1 Tickets
- System set up for all ticketed events for Hartman Arena & Tanganyika Wildlife Park
- Maintain Access Control for Hartman Arena & Tanganyika Wildlife Park
- Supervise one full time staff member and up to eight temporary employees within a set budget for each event
- In conjunction with Arena General Manager and Arena Business Manager settled all ticketed events for arena
- Acts as information liaison to home office and event specific promoters on status of ticket sales and event attendance progress

Baylor University Athletic Department

Assistant Ticket Manager

Waco, TX

(Aug 2007 - Sept 2010)

- Supervised & trained student, part-time, and game day employees
- Planned, setup, and maintained all computer equipment for mobile box
- Primary sport supervisor for Men's Basketball & Women's Soccer
- Updated and maintained the student athlete sign-in web page
- Handled all ticketing for Men's Basketball Conference, NCAA and NIT Tournaments
- Coordinated with athletic development office to assigning tickets requests for season, road football, & post season events using donor priority points system
- Balanced and deposited daily and event ticket sales
- Setup, maintenance, & overseeing of Access Management
- Training of event staff on handheld ticket scanners
- Development and implementation of stock reconciliation program
- Set up events, season renewals, online sales and promotions, and sent ticket data to ticket printer through Paciolan system

Texas A&M 12th Man Foundation

Ticket Operations Intern

College Station, TX

(Aug 2006 – Aug 2007)

- Assisted with implementation of Alvarado Gate Server and Gate Link Digital Ticketing Technology
- Secondary supervisor for women's soccer, men's & women's basketball, and baseball
- Oversaw all ticketing of the Big 12 Swimming and Diving Championships Ticketing
- Coordinated with football office to distribute an average of over 200 football recruiting tickets per home game
- Coordinated road game tickets for men's basketball
- Updated and maintained the student athlete sign-in web page
- Proficient in Veritix, ticketing system including order entry, event set up, and ticket forms setup

Skills & Abilities

- Knowledge and experience with Python, HTML, CSS, SQL, and C#
- Experienced in setup of PC's, laptops, wireless networks, software
- Ability to use Microsoft Office products in worked related capacity
- Use data analysis for trending tracking, pricing, and data analysis
- 17+ years of supervisory experience including hiring, training, employee supervision, and mentoring
- 20+ years of customer service experience
- Thrives in a fast paced, evolving work environment

References for Jeremy Maldonado

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Jennifer McGee**Client Services Representative**

Tickets.com – Houston Astros
Minute Maid Ballpark
Union Station
501 Crawford Street
Houston, TX 77002
Cell Phone Number: (281) 455-1152
Contact between the hours of 10 AM to 5 PM
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James Snodgrass**Manager of Sports Booking for Barclays Center and Nassau Coliseum**

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620 Atlantic Ave
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Cell Phone Number: (651) 503-8312
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Carole Dollins**12th Man Foundation Senior Vice President of Ticketing**

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Billy Walton**Event Production Coordinator**

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Contact between the hours of 9 AM and 5 PM
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Jordan Fitzpatrick**Director, Ticket Operations**

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Amy Pelzl

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