

# Kimberly Dyckman

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## WORK EXPERIENCE

### ***Ticket Services Manager, Fellowship for Performing Arts, New York, NY***

Dec. 2019 - present

- Liaise with venue reps and box office managers to determine suggested ticket scaling, comparing to show history in the market and a dynamic price structure model. Collect details about facility fees, credit card charges, taxes and other deductions.
- Ensure that ticketing programs are set up and executed properly, including agreed-upon on sale date, discounts, potential third-party sellers (Goldstar, TodayTix, TDF, etc), group sales, and ticket holds.
- Process ticket requests and complimentary ticket requests and work closely with each venue to ensure that all requests have been processed in a timely fashion.
- Assist with group ticket sales and streamline communication between the box offices and the groups coordinator, overseeing that all in-house group sales are processed accordingly.
- Brief venues on show description, audience demographics, etc. Submit artwork and verbiage for their website, marquee, front of house displays and other venue marketing tools.
- Collect audits from each venue to create and distribute daily sales reports, weekly sales reports, breakdown reports and pace reports. Analyze the success of the marketing spend to report on weekly marketing calls and make recommendations on sales and marketing initiatives.
- Travel to specific venues and assist box office with patron inquiries such as policies on late-seating times, photos, and handling of Playbills and stuffers. Train box office staff at venues when necessary.
- Manage the ticketing build for specific venues through OvationTix, Eventbrite, and Shubert STAR Ticketing System, Spektrix, Ticketmaster and Tessitura platforms.

### ***Assistant Reservations Manager, ZeroSpace, New York, NY***

Jul. 2019 – Mar. 2020

- Reported to Reservations Manager, Assistant General Manager and General Manager.
- Oversaw day-to-day operations and staff of the reservations department, both on site and remotely.
- Liaised with ticketing platforms, monitored ticket inventory, and ensured proper processing of all ticket orders.
- Provided insight on ticket sales analysis, assisted in forecasting ticket sales and pricing, and worked with other departments to optimize sales.
- Assisted with the ticketing build for the Show experience, Museum experience, and private events on Showclix, Fareharbor, and Eventbrite platforms.
- Assisted with all VIP, group, house seat, and producer ticket requests.
- Provided the highest level of customer service in person, oversaw ticketing relations inquiries via phone and email.

### ***Groups & Outreach Coordinator, Fellowship for Performing Arts, New York, NY***

Aug. 2019 – Dec. 2019

- Facilitated and monitored interest in bringing groups to Fellowship for Performing Arts productions with a goal of 10% of total ticket sales processed through groups.
- Coordinated group sales in each market by confirming group rates with the Ticket Services Manager and box office representatives, sending emails and follow ups to interested parties with group information, answering patron questions, guiding sales while creating excitement and facilitating the purchase of a group between the patron and the box office.
- Maintained and monitored phone calls surrounding group interest by answering calls and returning voicemails during office hours of operation, and calling patrons to gather credit card and other necessary sales information.
- Troubleshooting path to purchase with each market and performance, checking that ticket prices and methods of sale were accurate and tested all online promotion codes to ensure they were working properly.
- Researched surrounding areas to share the show and mission of FPA, using the SendGrid Email system to reach 200+ targets (churches, schools, surrounding organizations) in each market.
- Updated Groups and Outreach report weekly with analytics on group sales, responses, and outreach delivery rates.

## ADDITIONAL SKILLS

- HTML5, CSS, Javascript ES6, Python 3, React, Node.js, Git, GitHub, MS Office Suite, G-Suite, Google Analytics
- Conversational Italian, Spanish, French and German
- Knowledge and experience working with Goldstar Audience Marketing Platform, TicketMaster 1, TodayTix CRM, Shubert Ticketing STAR Client Software, OvationTix/AudienceView, FareHarbor, Eventbrite, Showclix, Spektrix, Salesforce, Basecamp, Wordpress, Mailchimp, Sendgrid, Dropbox, Asana, Quickbooks and Zoom
- Prior retail and customer service experience, including phone handling and cashiering skills

## EDUCATION/CERTIFICATIONS

**Google IT Automation with Python Professional Certificate - Google Career Certificate, December 2020**

**Oklahoma City University, Oklahoma City, OK - Master of Music, Summa Cum Laude, May 2018**

**Ithaca College, Ithaca, NY - Bachelor of Music, Summa Cum Laude, May 2016**