

Michael Nelson

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Qualification Summary

Accomplished and result-oriented professional with experience of more than 15 years in directing all facets of ticketing procedures, driving business development, and overseeing revenue-generating shows within fast paced environment. Accelerated career record of ensuring proper booking and sales of ticket, achieving corporate targets, and strengthening long lasting relationships with customers. Ability to deliver highly satisfying services, revitalize organizational structures, implement strategic operational initiatives, and manage programs to achieve profitable targets. Comprehensive background in leading and motivating teams towards achievement of business goals, success, and overall development, encouraging teamwork and work engagement, and overseeing multiple successful shows. Services-oriented individual with expertise in retaining long-term relationships with customers, stakeholders, and top management with strong, communication, collaboration, and negotiation skills. **Proven expertise in:**

- Ticketing operations management
 - Business development & growth
 - Sales operations management
 - Strategic planning & control
 - Process & Performance Improvement
 - Cash Handling & Management
 - Customer Service Representative
 - Team building & leadership
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PROFESSIONAL EXPERIENCE

ABC Event Co., Chicago, IL

Box Office Manager, 2019 to Present

Ensured exceptional customer experient by delivering top-notch assistance to clients remotely or on-site, such as efficiently setting up eTicket equipment utilized for event.

Attain optimal outcomes by facilitating customers in preparing and conducting successful show for online and box office ticket sales and overseeing event sales reporting. Serve as an eTix representative while formulating and implementing effective strategies and travelling to multiple event, including state fair, air show, new venue.

Key Contribution:

- Cultivated and maintained positive relationship with clients by resolving customer queries, determining and meeting customer demands in an efficient manner.

XYZ Solutions, Chicago, IL

Box Office Manager, 2017 to 2019

Generated online and box office sales by establishing ticket prices, executing growth-focused practices, and managing ticketing procedures of shows, such as Rock The Garden at the Walker Art Center.

Increased theatre efficiency by providing professional development guidance to part-time box office team and expeditiously directing box office activities during events. Complied with company standards while maintaining sales reports with high-level accuracy and submitting relevant reports to management and interested parties, such as promoters. Leveraged strong professional expertise while collecting money, providing tickets and receipts, updating database, and rechecking ticketing systems.

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Any Company, Chicago, IL

Box Office Manager, 2015 to 2017

Played an integral role in driving online and box office sales for numerous shows by coordinating two main room shows with capacity of 1200 and three nether bar shows with capacity of 200 in a week.

Derived desired results by maintaining customer account databases and implementing policies related to refunds and exchanges. Ensured seamless workflow by informing customers about shows and safety procedures and evaluating thoroughly and summarizing attendance in day-to-day report.

Key Contributions:

- Realized company set goals by directing more than 200 shows per year and spearheading ticketing operations from on sale to settlement of each show.
- Gained audience satisfaction by managing ordering, sales, and accounting of tickets and determining and resolving technical issues in challenging environments.

ZZZ Company, Chicago, IL

Box Office Supervisor, 2012 to 2015

Enhanced employees' operational productivity by providing progressive roadmaps to staff and leading team members towards work excellence.

Streamlined cash vault operations, including arranging cash deposits and providing starting and ending cash for ticket sellers and drops or change during shifts. Generated smooth execution of operations by collaborating with event promoters and company representatives and overseeing and troubleshooting computer ticketing system.

Key Contribution:

- Accomplished business objectives of service quality control by checking ticketing system on all areas of company and taking prompt actions in case of any failure and problem.

Additional experience as Assistant Box Office Manager and Assistant Manager at high growth organizations

EDUCATIONAL BACKGROUND

MBA (2015)

University School - Chicago, IL

BA Communications (1995)

TTT University, Chicago, IL

PROFESSIONAL DEVELOPMENT

Ticketing Services Group of the Upper Midwest (TSG for short)