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| Emily Johnson |
| SummaryExperienced Ticket Taker and Supervisor with over 7 years in the entertainment industry. Expertise in managing ticket operations and enhancing guest experiences at large-scale events. Seeking to leverage leadership skills to optimize ticketing processes in a premier venue.Work Experience**Ticket Operations Manager Jan 2020 – Present**Los Angeles Sports Arena Los Angeles, CA* Oversaw ticketing operations for events hosting up to 20,000 attendees, ensuring compliance with safety regulations.
* Designed and implemented a new ticketing strategy that increased revenue by 15% year-over-year.

**Lead Ticket Taker Jun 2016 – Dec 2019**Hollywood Bowl Los Angeles, CA* Managed a team of 10 ticket takers, leading training sessions that improved operational efficiency by 25%.
* Collaborated with event coordinators to streamline entry processes and enhance guest satisfaction.

**Ticket Taker Jan 2015 – May 2016**Staples Center Los Angeles, CA* Provided exceptional customer service while managing ticket validation for concerts and sporting events.
* Successfully resolved guest complaints, achieving a 98% satisfaction score in post-event surveys.

EducationBachelor of Arts: Event Management Jan 2014*University of California, Los Angeles**Los Angeles, CA*certifications* Certified Venue Manager – International Association of Venue Managers – 2021
 | Contact(555) 111-2222emily.johnson@example.comLos Angeles, CA 90001SkillsLeadershipOperational ManagementCustomer Experience EnhancementStaff TrainingProcess ImprovementEvent ManagementSales ReportingBudget ManagementConflict ResolutionAnalytical Skills |