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| Emily Johnson | | |
| Summary  Experienced 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.   Education Bachelor 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) 111-2222  emily.johnson@example.com  Los Angeles, CA 90001  Skills  Leadership  Operational Management  Customer Experience Enhancement  Staff Training  Process Improvement  Event Management  Sales Reporting  Budget Management  Conflict Resolution  Analytical Skills |