
Ticket Office Manager Resume

Job Objective

Actively seeking Ticket Office Manager Position where I can contribute the experience I have in this field to the success of company.

Highlights of Qualifications:

- Experience supervising box office ticket sales, managing computerized ticketing systems and administering all accounts
 - Deep knowledge of ticketing and booking software
 - Operational knowledge of Microsoft applications
 - Remarkable ability to work under pressure and meet deadlines
 - Ability to analyze and resolve problems
 - Outstanding communication skills
 - Skilled to handle all cash and credit card data
 - Proficient in managing database systems
 - Ability to balance multiple assignments with competing deadlines
 - Exceptional understanding of customer services
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Professional Experience:

Ticket Office Manager

Tahoe Donner Association, Inc., Clarksburg, WV
October 2008 – Present

- Provided technical support to ticket office departments.
- Managed all ticket sales and prepared reports of accurate ticket sale.
- Monitored working of box office and ensured timely response of all customer requests.
- Updated customer systems with appropriate events.
- Trained ticket office members on all procedures regarding ticket sales.
- Maintained records of ticket sales and recorded complementary tickets given for events.
- Determined highest standards of employee services, resolved all grievances for customers.
- Organized ticket inventory, maintained records of usage and placed orders for printing.

Ticket Office Cashier

California Institute of Technology, Clarksburg, WV
August 2003 – September 2008

- Managed effective operation of ticketing systems for proper administration of ticket sales.
- Assisted customers in all queries regarding events and provided necessary information.
- Monitored complaints made by guests and ensured its timely resolution.
- Organized reservations of tickets and gave it to appropriate person.
- Handled multiple phone line system and provided necessary assistance.
- Reviewed cashier reports everyday and prepared necessary paperwork.

Ticket Office Clerk

Hard Rock, Clarksburg, WV
May 1998 – July 2003

- Assisted in customers in all queries and resolved issues.
 - Managed event inquiries for timings and fares and answered all questions appropriately.
 - Organized payments made by cash and cards, maintained receipts for same and kept all information confidential.
 - Ensured customers with special needs get required facilities.
 - Monitored events and informed customers at times for delayed events.
 - Trained junior staff in maintaining exceptional customer service skills.
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Education:

Associate Degree in Business Administration
Niagara County Community College, Sanborn, NY

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