

Tyra Grimes

Box Office Manager

Driven box office manager with over 8 years of experience in the entertainment industry. Committed to providing superior customer service and driving sales performance by implementing innovative strategies. At XYZ, increased ticket revenue by 33% through effective promotion campaigns and managed teams of up to 10 associates simultaneously. Looking for an opportunity at ABC Entertainment where I can use my skillset to further improve their business processes and overall success.

Contact

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143-765-1556

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Employment

Employer A | Box Office Manager

Richmond | January 2018 — Present

- Confidently managed daily operations of the box office, including processing tickets and maintaining cash drawers with an accuracy rate of 98%.
- Utilized customer service skills to provide friendly and efficient assistance to over 500 patrons per day; successfully resolved 90% of queries within 5 minutes or less.
- Reconciled \$30,000 worth of ticket sales on a weekly basis for accounting purposes; decreased errors in financial reporting by 20%.
- Compiled detailed reports on ticket counts, inventory levels and box office performance metrics every quarter; accurately forecasted demand patterns which increased revenue by 10%.
- Demonstrated excellent problem-solving abilities when responding to customer complaints or technical issues encountered at the point-of-sale system; handled over 100 cases without any escalation incidents in the last year alone.

Employer B | Box Office Manager

Knoxville | March 2012 — December 2017

- Monitored ticket sales, box office operations and customer service satisfaction to ensure smooth running of the venue; reduced refund requests by 10% in one year.
- Achieved daily cash-outs of over \$5,000 on average while accurately recording all transactions with zero discrepancies.
- Balanced collection and disbursement entries according to accounting principles while ensuring that financial information was kept confidential at all times.
- Reported weekly performance updates to management team, including attendance figures, revenue streams and customer feedback results; identified trends in order to optimize box office procedures for maximum efficiency & profitability.
- Resourcefully handled difficult customers' inquiries regarding prices or seating issues as well as providing directions within the premises when needed; maintained a friendly yet professional demeanor throughout interactions with guests.

Education

Educational Institution XYZ | Bachelor's Degree in Business Administration

November 2011

Skills

Event Management
Entertainment
Ticket Sales

Social Networking
Social Media Marketing
Performing Arts

Theatre
Facebook
Fundraising

Certifications

Certified Box Office Manager, The National

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