

# Shawnta Neau

Ticket Seller

## Profile

Diligent Ticket Seller with 1 year of experience in fast-paced environments. Adept at providing excellent customer service, managing cash transactions, and maintaining accurate ticket sales records. Proficient in using various ticketing systems and technology, with a strong ability to multitask and resolve customer inquiries effectively. Committed to contributing to a positive and efficient sales experience for all patrons.

## Employment History

### Ticket Seller at Ticketmaster, MD

Mar 2023 - Present

- Successfully sold over 5000 tickets in a single quarter, contributing to a 20% increase in sales revenue for Ticketmaster, MD.
- Implemented a new upselling strategy that led to a 15% increase in premium ticket sales, resulting in an additional \$50,000 in revenue for the company.
- Streamlined the ticket purchasing process for customers by identifying and addressing common issues, leading to a 25% reduction in customer complaints and a 10% increase in overall customer satisfaction ratings.
- Consistently exceeded personal sales targets by an average of 10%, resulting in recognition as a top-performing Ticket Seller and receiving a promotion to a supervisory role.

### Junior Ticket Seller at Eventbrite, MD

Aug 2022 - Jan 2023

- Successfully sold over 1,500 tickets for various events within the first six months of employment, contributing to a 20% increase in ticket sales for the company.
- Developed and implemented a new ticket sales strategy that targeted local schools and community groups, resulting in a 15% increase in group sales and boosting overall revenue by \$10,000.
- Assisted in streamlining the ticket purchasing process on the Eventbrite platform, reducing customer wait times by 30% and increasing positive customer feedback by 25%.

## Certificates

### Certified Tourism Ambassador (CTA)

Oct 2021

### International Ticketing Association Certification (ITAC)

May 2020

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## Education

### Diploma in Customer Service and Sales at University of Maryland, College Park, MD

Aug 2017 - May 2022

Relevant Coursework: Customer Service Principles, Sales Techniques, Communication Skills, Conflict Resolution, Customer Relationship Management, and Product Knowledge.

## Links

[linkedin.com/in/shawntaneau](https://www.linkedin.com/in/shawntaneau)

## Skills

Cash Handling

Customer Service

Ticketmaster Software

Conflict Resolution

Sales Techniques

Multitasking Abilities

Time Management

## Languages

English

Indonesian