

# DOROTHY CRONKHITE

Ticket Taker

[dorothy.cronkhite@gmail.com](mailto:dorothy.cronkhite@gmail.com)

(800) 738-1808

123 Oak Street, Little Rock, AR 72201



## PROFILE

Detail-oriented Ticket Taker with 1 year of experience in providing exceptional customer service while efficiently managing event admissions. Proficient in handling ticket transactions, validating authenticity, and addressing guest inquiries. Demonstrates strong interpersonal skills and the ability to maintain a safe and enjoyable atmosphere for patrons. Committed to contributing to a successful event experience for all attendees.

## LINKS

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

## SKILLS

Cash Handling

Customer Service

Ticket Scanning

Conflict Resolution

Time Management

Event Knowledge

Communication

## LANGUAGES

English

Bengali

## HOBBIES

Collecting vintage movie posters

Playing the guitar

## EMPLOYMENT HISTORY

### ● Ticket Taker at Arkansas Ticket Exchange, AR

Mar 2023 - Present

- Successfully processed over 10,000 tickets for various events, ensuring a smooth entry experience for patrons and maintaining a high level of customer satisfaction.
- Implemented a new ticket scanning system that increased efficiency by 25%, allowing for faster entry times and shorter lines at the venue entrance.
- Identified and resolved over 500 instances of ticket discrepancies or issues, including duplicates and invalid tickets, resulting in a 95% reduction in customer complaints related to ticketing problems.
- Trained and mentored five new ticket takers, contributing to a 20% increase in staff productivity and improved overall team performance.

### ● Entry-Level Ticket Taker at Little Rock Ticket Central, AR

Aug 2022 - Jan 2023

- Successfully managed the ticketing process for over 50 events at Little Rock Ticket Central, serving more than 20,000 patrons and ensuring a smooth entry experience for all guests.
- Implemented a new digital ticket scanning system that increased efficiency by 30%, reducing wait times for patrons and improving overall customer satisfaction ratings.
- Assisted in the training of 10 new ticket takers, providing guidance on proper ticket handling procedures and effectively addressing any issues that arose during events.
- Identified and resolved numerous ticket discrepancies, resulting in a 100% accuracy rate for ticket validation and ensuring that all patrons were able to enjoy their events without any complications.

## EDUCATION

### High School Diploma in General Education at Little Rock Central High School, Little Rock, AR

Sep 2017 - May 2022

Relevant Coursework: English, Mathematics, Science, Social Studies, Physical Education, Health, Foreign Languages, and Fine Arts.

## CERTIFICATES

### Certified Event Ticketing Specialist (CETS)

Sep 2021

### International Association of Venue Managers (IAVM) Certification

Feb 2020