

# NICHOLE ELMORE

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720-633-0253 • NLElmore76@gmail.com

## Professional Summary

Box office management professional with proven track record in customer service and operational efficiency. I am skilled in ticketing systems, cash handling, and staff supervision. Strong focus on team collaboration and adapting to changing needs to achieve optimal results. Reliable and driven by commitment to excellence in every task.

## Skills

- Google Drive; Docs, Forms, and Sheets
- Expert in AXS, and more than proficient with See Tickets, Ticket Fly, Ticket Spice, Eventbrite, Audience View, File Maker, and more
- Ticket sales management
- Sales reporting and analysis
- POS system operation and cash handling expertise.
- Inventory control
- Microsoft Office; Excel, Publisher, and Word
- Box office operations and customer service
- Team leadership qualities
- Interpersonal relationship building
- Strong organizational skills
- Event coordination proficiency

## Work History

**On-Site Box Office Supervisor**, 07/1999 to Current

**Planet Bluegrass** – Lyons, CO

- Supervises DOS box office operations, ensuring timely ticket sales and customer service excellence.
- Edits and access' guest list and VIP will-call using File Maker
- Exchanges, sells tickets, and accesses paid will-call on See Tickets.
- Trains volunteer staff on See Tickets and customer engagement strategies.
- Delivers consistent, quality, customer service and resolves ticketing issues
- Resolved customer inquiries and issues promptly, promoting positive attendee experiences, handling up to 500 customer requests per day
- Started as a volunteer and worked up to supervisor within a few seasons.

**Ticketing Manager**, 09/2022 to 06/2025

**Z2 Entertainment** – Boulder, CO

- Managed ticketing operations for diverse events across four venues, ensuring seamless customer experiences and effective service delivery.
- Developed training programs for 8-10 person staff on AXS ticketing system and customer service best practices, fostering team competence.
- Oversaw inventory management of tickets, optimizing allocation based on demand and event requirements.
- Collaborated with marketing teams to implement promotional strategies that increased ticket sales and audience engagement.
- Analyzed sales data to identify trends, informing strategic decisions for future event planning and pricing strategies.
- Established relationships with vendors and partners to enhance ticket distribution channels and audience reach.
- Coordinated event set-up and promoter engagement on sales and ticketing issues related to events.

- Arranged staffing hours for daytime and event shifts to accommodate event need
- Compiled regular EOM financial reporting and built custom reports showing sales and engagement on special promotions.
- Acted as MOD available for customer service inquiries and escalated customer issues.
- Fostered excellent working relations with concert promoters, other internal departments and high-profile clients, regularly planning and coordinating large events.
- Oversaw day-to-day communications with ticketing company and department leads and management of box office staff.
- Collaborated with other departments for smooth execution of events, improving overall event management success.
- Managed team schedules, allocating resources effectively to cover peak periods and special events.
- Ensured compliance with relevant industry regulations by staying updated on changes in laws or guidelines related to ticket sales practices.
- Improved customer satisfaction by efficiently managing ticketing processes and addressing concerns promptly.
- Analyzed sales data to identify trends, making informed decisions on pricing strategies and promotional offers.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.

#### **Assistant Box Office Manager, 06/2022 to 08/2022**

##### **Colorado Chautauqua – Boulder, CO**

- Supervised box office operations, ensuring efficient ticket sales and customer service.
- Trained staff on box office procedures and ticketing software to enhance performance.
- Managed daily cash flow and reconciliation processes for accurate financial reporting.
- Oversaw scheduling of box office staff to ensure adequate coverage during peak times.
- Enhanced customer satisfaction by providing exceptional service and promptly addressing concerns.

#### **Graphics, Merchandising, & Vending, 03/2011 to 03/2020**

##### **Silvertree Jewelry – Ward, CO**

- Designed vending booth and display standards for family-owned business
- Created on-line branding, visual standards, and print material.
- Built, edited, and wrote copy for e-commerce site.
- Created social media marketing posts to advance brand
- Managed and tracked inventory.
- Worked trade shows and festivals in vending booth handling sales and customer service.

#### **Box Office Manager, 08/2015 to 08/2019**

##### **NedFest/Peak to Peak Music Education Association – Nederland, CO**

- Responsible for hiring, coordinating, scheduling, and managing volunteer staff of up to 15 people
- Managed guest list and will call in Google Suite
- Maintained good customer service and resolved disputes in a timely fashion
- Tracked wristband inventory and reconciled cash drawers
- Reconciled festival and turned in detailed report to Board after event
- Reported to festival director and PPMEA board

## Education

**Some College (No Degree):** Professional Music  
Berklee College of Music - Boston, MA

## Community Service & Volunteer Work

Conscious Alliance, Broomfield, Colorado, 2022

## Affiliations

Precinct Captain & Assembly Delegate, Precinct 908, Boulder County Democratic Party, 2016 - 2022