

NICHOLE ELMORE

720-633-0253 • nichole@elmoreslegit.com • <https://www.linkedin.com/in/elmores-legit/>

Summary

Live event ticketing professional with a proven track record in customer service and operational efficiency. I have a strong focus on team collaboration and adapting to changing industry needs to achieve optimal fan engagement. Reliable and driven by a commitment to excellence in every task.

History

On-Site Box Office Supervisor, 07/1999 to 08/2025 (Seasonal)

Planet Bluegrass – Lyons, CO

- Supervises DOS box office operations, ensuring timely ticket sales and customer service excellence.
- Manages guest list and VIP will-call using FileMaker
- Exchanges, sells tickets, and manages 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

Ticketing Manager, 09/2022 to 06/2025

Z2 Entertainment – Boulder, CO

- Managed end-to-end ticketing operations for diverse events across four venues, ensuring seamless customer experiences.
- Managed the creation of high-priority events and upgraded ticketing options, including VIP add-ons and multi-day passes.
- Monitored equipment maintenance and trained staff on AXS terminals and scanners. Collaborated with AXS IT to keep all venues running at optimal levels.
- Collaborated with marketing teams to implement promotional strategies that increased ticket sales and audience engagement.
- Collaborated with AXS and other department heads to ensure smooth event execution.
- Analyzed sales data to identify trends, informing strategic decisions for future event planning and pricing strategies.
- Established relationships with promoters, clients, and partners to enhance ticket distribution channels and audience reach.
- Compiled regular EOM financial reporting and built custom reports showing sales and engagement on special promotions.
- Recruited, interviewed, and hired employees and implemented a mentoring program to promote positive feedback and engagement
- Managed team schedules, allocating resources effectively to cover peak periods and special events
- Acted as MOD available for customer service inquiries and escalated customer issues.
- Ensured compliance with relevant industry regulations by staying updated on changes in laws or guidelines related to ticket sales practices.

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 online branding, retail visual standards, and print material.
- Built, edited, and wrote copy for e-commerce site.
- Created social media marketing posts to advance the brand
- Designed and built a trade show booth to improve customer experience.
- Worked trade shows and festivals, handling sales and customer service.
- Managed inventory and sales using Square POS products, integrating Square with the website

Box Office Manager, 08/2015 to 07/2019

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 a detailed report to the PPMEA Board after the event

Skills

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| • Advanced knowledge of AXS. | • Box office operations and customer service |
| • High level of proficiency with ticketing platforms:
See Tickets, Ticket Fly, Ticket Spice, Eventbrite,
Audience View, FileMaker, and more | • Team Leadership and building relationships |
| • End-to-end ticketing operations – from conception
to settlement | • Event coordination proficiency |
| • Custom sales reporting and analysis | • POS system operation and cash handling
expertise. |

Education

Some College (No Degree): Professional Music

Berklee College of Music - Boston, MA

Community Service

Conscious Alliance, Broomfield, Colorado

Affiliations

Precinct Captain & Assembly Delegate, Precinct 908, Boulder County Democratic Party