

# Kimberly Dyckman

243 E 81st St, Apt 2A, New York, NY 10028 - (631) 813-6144 - kldyckman@gmail.com

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## WORK EXPERIENCE

### ***Account Manager, Shubert Ticketing Client and Product Services, The Shubert Organization, New York, NY***

Aug. 2021 - present

- Provide day-to-day support for over 20 Broadway venues, Off-Broadway venues, regional clients, Broadway Inbound, and Entertainment Benefits Group.
- Build initial event programming, update multiple ticketing systems with schedule changes, price changes, etc., with information received from production companies, general managers, press agents, ticketing partners, and box office treasurers, in both the local in-house ticketing software as well as building group pricing and promotions through API integrations with other external ticketing platforms (SeatGeek, Ticketmaster, Broadway Direct, and Tessitura).
- Arrange system training; troubleshoot system problems; arrange hardware installations through technical services; answer general customer service inquiries from clients; conduct sales and marketing research and assist in promotion implementation within the STAR software.
- Coordinate and program the bi-annual Broadway Week promotion, generating millions of dollars in ticket revenue for the 2-for-1 ticket promotion in conjunction with NYC Tourism & Conventions.

### ***Ticket Services Manager, Fellowship for Performing Arts, New York, NY***

Dec. 2019 - Aug. 2021

- Liaise with venue reps and box office managers to determine suggested ticket scaling, comparing to show history in the market and a dynamic price structure model. Collect details about facility fees, credit card charges, taxes and other deductions.
- Ensure that ticketing programs are set up and executed properly, including agreed-upon on sale date, discounts, potential third-party sellers (Goldstar, TodayTix, TDF, etc), group sales, and ticket holds.
- Process ticket requests and complimentary ticket requests and work closely with each venue to ensure that all requests have been processed in a timely fashion.
- Assist with group ticket sales and streamline communication between the box offices and the groups coordinator, overseeing that all in-house group sales are processed accordingly.
- Brief venues on show description, audience demographics, etc. Submit artwork and verbiage for their website, marquee, front of house displays and other venue marketing tools.
- Collect audits from each venue to create and distribute daily sales reports, weekly sales reports, breakdown reports and pace reports. Analyze the success of the marketing spend to report on weekly marketing calls and make recommendations on sales and marketing initiatives.
- Travel to specific venues and assist the box office with patron inquiries such as policies on late-seating times, photos, and handling of Playbills and stuffers. Train box office staff at venues when necessary.
- Manage the ticketing build for specific venues through OvationTix, Eventbrite, and Shubert STAR Ticketing System, Spektrix, Ticketmaster and Tessitura platforms.

### ***Assistant Reservations Manager, ZeroSpace, New York, NY***

Jul. 2019 – Mar. 2020

- Reported to Reservations Manager, Assistant General Manager and General Manager.
- Oversaw day-to-day operations and staff of the reservations department, both on site and remotely.
- Liaised with ticketing platforms, monitored ticket inventory, and ensured proper processing of all ticket orders.
- Provided insight on ticket sales analysis, assisted in forecasting ticket sales and pricing, and worked with other departments to optimize sales.
- Assisted with the ticketing build for the Show experience, Museum experience, and private events on Showclix, Fareharbor, and Eventbrite platforms.
- Assisted with all VIP, group, house seat, and producer ticket requests.
- Provided the highest level of customer service in person, oversaw ticketing relations inquiries via phone and email.

## ADDITIONAL SKILLS

- HTML5, CSS, Javascript ES6, Python 3, React, Redux, Node.js, Git, GitHub, MS Office Suite, G-Suite, Google Analytics
- Conversational Italian, Spanish, French and German
- Experience with Tessitura, TicketMaster, TodayTix, Shubert Ticketing STAR, SeatGeek, Nliven, AudienceView, FareHarbor, Eventbrite, Showclix, Spektrix, Salesforce, Basecamp, Wordpress, Mailchimp, Sendgrid, Dropbox, Asana, Quickbooks

## EDUCATION/CERTIFICATIONS

**Google IT Automation with Python Professional Certificate** - Google Career Certificate, December 2020

**Oklahoma City University, Oklahoma City, OK** - Master of Music, Summa Cum Laude, May 2018

**Ithaca College, Ithaca, NY** - Bachelor of Music, Summa Cum Laude, May 2016