

Sung Johnston

Recreation Leader III, Ticket Lead

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STRENGTHS

- 🧘 **Calm Guest Resolution**
Mobile access and seating issues received clear next steps, even during busy arrivals. Guests left with confidence.
- 👥 **Practical Staff Coaching**
New representatives learned through scenarios and supervised practice. Small explanations helped teammates work independently.
- 📁 **Careful Cash Controls**
Drawer closeouts matched transaction records through patient review. Finance received clean documentation and clear exceptions.
- 📅 **Reliable Event Readiness**
Coverage sheets connected staffing with schedules and service volume. Ticket leads had a steadier plan before doors opened.
- 📦 **Accurate Inventory Work**
Seat availability and order details were checked before completion. That quiet habit prevented avoidable customer conflicts.

SKILLS

- Ticket operations Tickets.com
- ProVenue Mobile ticketing
- Order processing Ticket inventory
- Cash reconciliation
- Customer service Staff training
- Event operations Microsoft Excel
- Microsoft Outlook Microsoft Word
- Guest issue resolution
- Staff scheduling

SUMMARY

Ticket operations professional with four years supporting professional and collegiate sports venues, including four seasonal baseball assignments and year round event ticket services. Hands on experience with Tickets.com, ProVenue, **mobile ticket delivery**, **order processing**, **ticket inventory**, cash reconciliation, and customer issue resolution supports dependable game day operations. Leads ticket office coverage, assigns service queues, trains seasonal representatives, and reinforces clear service standards during busy arrival periods. Microsoft Excel and Outlook support staffing plans, reconciliation workbooks, operational trackers, and follow up records. Calm guest communication helps resolve mobile access, seating, and account concerns with care. Careful transaction review protects **cash controls** and inventory accuracy. Availability supports seasonal scheduling from November 2026 through March 2027, with consistent service for guests, coworkers, and venue leadership.

EXPERIENCE

Ticket Operations Lead

Desert Diamond Arena Services 📅 April 2025 - Present 📍 Glendale, AZ

Lead ticket office coverage for concerts and sporting events, supporting Tickets.com, ProVenue, **mobile ticket delivery**, inventory controls, cash reconciliation, staff training, and guest service. Coordinate event readiness with documented workflows, staffing trackers, and closeout records that help venue leaders maintain accurate, calm operations during peak periods.

- Assigned ticket office windows and queues during peak arrivals, preserving steady guest service across busy events.
- Administered **Tickets.com** and **ProVenue** orders, mobile delivery, exchanges, account research, and inventory adjustments.
- Trained **seasonal** representatives through documented scenarios, supervised practice, **cash controls**, and escalation guidance.
- Reconciled event cash drawers against transaction reports, documenting discrepancies for finance review and closeout.
- Built Excel **staffing** sheets linking coverage plans with onsales, schedules, and expected service volume.
- Resolved mobile access, seating, and account concerns while protecting transaction accuracy during stressful guest interactions.

Ticket Services Representative

Sonoran Sports Ticketing 📅 March 2024 - March 2025 📍 Tempe, AZ

Supported **ticket services** for baseball and multipurpose sports events, processing customer transactions through ProVenue while maintaining inventory accuracy, **cash controls**, event checklists, and service follow up. Guided newer seasonal staff and communicated practical next steps for varied guest needs across counter and phone channels.

- Processed **baseball** purchases, exchanges, account updates, and mobile ticket questions through ProVenue during event cycles.
- Verified assigned seat inventory before transactions, helping prevent conflicts during event preparation and customer service.
- Balanced point of sale activity and cash at shift close, recording exceptions for lead review.
- Guided newer **seasonal** staff through ProVenue tasks, order notes, and common customer service scenarios.
- Used Excel and Outlook checklists to communicate schedule updates and organize unresolved ticket follow up.
- Explained ticketing policies to season ticket holders and single event buyers through clear counter and phone support.

Seasonal Ticket Services Associate

Copper State Baseball Events 📅 January 2023 - March 2024 📍 Scottsdale, AZ

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Ticket Operations Lead at Desert Diamond Arena Services (1.5 Years)
- Ticket Services Representative at Sonoran Sports Ticketing (1 Years)
- Seasonal Ticket Services Associate at Copper State Baseball Events (1.2 Years)

Supported two seasonal baseball assignments across ticket sales, will call, mobile access, and game day account troubleshooting. Processed Tickets.com and ProVenue transactions under lead supervision, maintained organized records, followed cash procedures, and coordinated with guest service personnel when seating or account issues crossed service areas.

- Supported ticket sales, will call, mobile access, and account troubleshooting during two **baseball** seasons.
- Processed **Tickets.com** and ProVenue orders under supervision, checking inventory and transaction details before completion.
- Walked **guests** through mobile account access and ticket transfers, documenting issues for advanced support.
- Organized will call materials and order records, helping representatives retrieve customer information during entry periods.
- Followed **cash handling** and drawer balancing procedures, escalating variances promptly after event shifts.
- Coordinated seating and account concerns with ticket leads and guest services for timely customer resolution.

PROJECTS

Seasonal Baseball Ticket Operations 📅 2026

Supported recurring baseball ticket operations through mobile delivery, order processing, inventory checks, cash controls, will call preparation, and guest issue resolution. Work centered on dependable event readiness and clear service during high volume entry periods.

Event Staffing and Reconciliation Workbooks 📅 2025

Created Excel staffing sheets and reconciliation trackers for event schedules, expected service volume, drawer closeouts, and finance review. Records gave ticket leads a clearer view of coverage needs and transaction exceptions.

LEADERSHIP & AWARDS

- Ticket Operations Lead Recognition, Desert Diamond Arena Services, 2025
- Seasonal Service Leadership Recognition, Sonoran Sports Ticketing, 2024
- Baseball Event Service Contribution, Copper State Baseball Events, 2023

EDUCATION

Bachelor's Degree in Sports Management

Arizona State University 🎓 GPA: 4.0 📅 2022 📍 Tempe, AZ

***Coursework:** Sports venue operations, customer service management, event planning, financial controls*

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2024
- Tickets.com and ProVenue Operational Training 📅 2024

TECHNICAL SKILLS

- **Ticketing Platforms:** Tickets.com, ProVenue, mobile ticket delivery
- **Microsoft Office:** Microsoft Excel, Microsoft Outlook, Microsoft Word
- **Ticket Transactions:** Order processing, exchanges, account updates
- **Ticket Inventory:** Seat availability, inventory adjustments, inventory records
- **Cash Operations:** Cash handling, drawer balancing, transaction reconciliation
- **Event Operations:** Game day operations, event readiness, ticket office coverage
- **Customer Service:** Guest support, issue resolution, service expectations
- **Staff Development:** Seasonal training, supervised practice, daily motivation
- **Operational Records:** Order histories, closeout documentation, service follow up
- **Sports Venue Services:** Baseball ticket services, will call, mobile access

PROFESSIONAL AFFILIATIONS

- Sports and Entertainment Ticketing Professionals Network member
- Arizona State University Sports Management alumni community member

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST