

# Debra Sherrer

## Box Office Manager

• 706-662-2263 • ddsherrer@yahoo.com •

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### Employment History:

Aug 2011- Feb 2012      **Pro Arts Tickets-Tessitura**      **Pittsburgh, PA**  
Ticket Office Associate

At this not-for-profit ticketing service, I sell tickets for a variety of different venues and events throughout the Pittsburgh area. Ranging from season subscriptions to the Pittsburgh Irish and Classical Theater, one-night events like the Ukrainian Bandurist Chorus, and special guest lecturers sponsored by the Pittsburgh Middle Eastern Institute; Pro Arts tickets offers a complete ticket selling package at an affordable price. New events go on sale on a daily basis and it is common to have up to seven performances happening on the same day throughout the city. Effective multi-tasking is the only way to maintain a calm working environment in an office of four with 50+ arts organizations using Pro Arts Tickets for all of their ticketing needs.

May 2011- Sept 2011      **Pittsburgh Pirates-Major League Baseball-Pro Venue Elite**      **Pittsburgh, PA**  
Ticket Office Associate

As a ticket office associate, my daily duties can be divided into two categories; non-game day ticket processing and game day assignments. When the Pirates are away, much of my day to day responsibility is processing ticket orders for sales representatives, processing mail-order requests, assisting ticket sellers at the main box office and processing memberships for the Kid's Club and Lady Bucs Club. On game day, I could be assisting season ticket holders in our VIP room, overseeing a satellite box office or manning the customer service window. As a TOA, I am also responsible for reconciling the banks presented by the ticket sellers at the end of a shift.

May 2010- Aug 2010      **New Harmony Theatre-WinTix**      **New Harmony, IN**  
Box Office Manager & Patron Services Manager

As the box office manager I oversaw the seating and distribution of approximately 500 season ticket orders prior to the opening of our first production. In addition, I oversaw the selling of single tickets, group tickets, gift certificates and trade vouchers. Working with a small staff meant that I was responsible for training every employee to handle any situation that may arise. My duties did not end in the box office as I also oversaw the house manager, ushers and facility maintenance for the historic Murphy Auditorium.

Sept 2009- Current      **Pittsburgh Playhouse-Pro Venue Max**      **Pittsburgh, PA**  
Box Office Associate

As a box office associate my main duties include answering the phone, processing ticket orders, giving directions to the theatre and assisting patrons upon their arrival at each performance. The Pittsburgh Playhouse presents a 19 show season in three different spaces inside the theatre in Oakland, as well as presenting at the downtown dance performance space and other venues within Pittsburgh, making attention to detail the key for handling this high volume job.

Sept 2008- Sept 2009      **Surflight Theatre-WinTix**      **Beach Haven, NJ**  
Box Office Manager

As the box office manager I oversaw a staff of twelve employees and seven interns. The season consisted of twelve Mainstage productions, ten Children's Theatre productions and a Monday night Concert Series. Some of my daily duties included scheduling, training all associates, completing daily audits of sales and ensuring that every patron received a positive experience at the theatre. I worked with every member of the staff to effectively run a theatre that produced large scale musicals and plays from April to December.

**Education:**      **Point Park University**, expected graduation May 2012      **Pittsburgh, PA**  
B.F.A. Theatre Arts-Concentration in Stage Management, Magna Cum Laude

### Special Skills:

Expansive knowledge of Microsoft Suite; Experience in WinTix, Tickets.com/Pro Venue, and Tessitura; Excellent organizational skills; Comfortable in high-stress situations; Can effectively multi-task a complex variety of jobs

### References:

Anthony Dennis Pittsburgh Playhouse –Box Office Manager Office: (412) 621-4445	Andie Markijohn Pro Arts Tickets-Manager Office: (412) 394-3353	Angela Torres New Harmony Theatre-Managing Director Office: (812) 465-1668
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