

ALISON BARRY

ARTS MANAGEMENT PROFESSIONAL

PROFESSIONAL EXPERIENCE

***INSTRUCTOR, BOX OFFICE PRACTICUM COURSE, SUNY FREDONIA, FREDONIA, NY
TICKETING & AUDIENCE SERVICES MANAGER***

2007 - PRESENT

As an instructor of AADM410, Box Office Practicum course (a requirement for the Arts Administration degree program), I expose students to a professional ticketing, admissions, and arts administration atmosphere. Emphasis is placed on learning what role ticketing plays in an arts organization. Arts Administration majors are exposed to an advanced level of work, including event set-up, scheduling, daily reconciliation, contract interpretation, marketing plan implementation and staff supervision.

As Ticketing and Audience Services Manager, I oversee all ticket operations for the SUNY Fredonia Campus Ticket Office, Rockefeller Arts Center, Rosch Recital Hall, the Williams Center Multipurpose room as well as any other ticketed events sponsored by a Student Association group on the SUNY Fredonia Campus. The ticket office also handles registration for various University events, including clubs, master classes, student trips, dinners and receptions. In addition to the main ticket office location, we operate three satellite locations in Rockefeller Arts Center and a mobile ticket office. I supervise one full-time employee and 28 students (staff comprised of both student workers and practicum students). (www.fredonia.edu/tickets)

DIRECTOR OF TICKETING, CHAUTAUQUA INSTITUTION, CHAUTAUQUA, NY

2002 – 2007

Oversaw all aspects of ticket operations at Chautauqua Institution. Worked closely with finance, marketing and PR to maintain a professional, financially sound, ticketing and admissions office. This position included supervising the operation of all ticketing, parking lot and information booth locations on the Institution grounds as well as the main switchboard and facilitation of the Turner Community Center building. I was responsible for re-inventing the ticketing department through improved staffing, heightened financial tracking and by placing a significant emphasis on customer service. I supervised one year-round employee and 40 seasonal employees. (www.ciweb.org)

TREASURER/BOX OFFICE MANAGER, BROWARD CENTER FOR THE PERFORMING ARTS, FORT LAUDERDALE, FL 1996 – 2001

Oversaw all aspects of ticket operations for a full-scale, multi-million dollar, performing arts facility. Notably increased efficiency, maintained a high level of customer service and developed a community venue ticketing program. I supervised 5 full-time and 25 part-time employees. Worked closely with promoters, producers, contracts, and all aspects of venue/arts management including: Marketing, Guest Services, Production, Programming, Donor Relations, Group Sales, Finance, and Facilities Operations. (www.browardcenter.org)

MEMBERSHIP MANAGER, BROWARD PERFORMING ARTS FOUNDATION, FORT LAUDERDALE, FL

1995 – 1996

Oversaw membership campaign for donors giving \$50 - \$1,000 annually. Responsibilities included recruitment and retention of members, creating marketing strategies, brochures and advertisements, coordination of member social events, hiring and supervising volunteers, and database management. Was also charged with identifying prospects for a higher level of solicitation.

BOX OFFICE SUPERVISOR/ BENEFACTOR LIAISON, BROWARD CENTER FOR THE PERFORMING ARTS, FORT LAUDERDALE, FL

1991 – 1995

Acted as personal ticketing contact for the center's benefactors (donors giving annually \$25,000.00 and up).

EDUCATION

Associate of Science in Individual Studies, Jamestown Community College, Jamestown, NY
Bachelor of Science in Management, Houghton College, Houghton, NY

EXPERIENCE WITH THE FOLLOWING SOFTWARE PROGRAMS:

MS Word, MS Publisher, MS Excel, MS Outlook, MS Access, MS Power Point, Lotus Notes, Adobe Captivate, AS/400, TL Ashford, TicketMaster, Select (Tickets.com), TyTix (MaxTix), Vendini, ExtremeTix, HTML, SQL, php/MyAdmin, OmniUpdate, Banner, WordPress

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FREELANCE AND CONSULTING WORK:

CHAUTAUQUA INSTITUTION, CHAUTAUQUA, NY:

Consulted in the areas of ticketing, finance, customer service, operations and staffing.

BEMUS BAY POPS, BEMUS POINT, NY:

Provided direction and staffing in the areas of ticketing and house (seating area) management. Saw the Pops through its first season of reserved, paid seating.

REG LENNA CIVIC CENTER, JAMESTOWN, NY:

Currently providing oversight in the areas of ticketing, promotion, event management and general arts administration.

AFFILIATIONS AND ACHIEVEMENTS:

- Board of Directors, Reg Lenna Civic Center
 - Programming Committee Chair
 - Personnel Committee
 - Merger Committee (Merging RLCC with the Arts Council for Chautauqua County)
- Member, INTIX (International Ticketing Association) 1999-present
 - Awards Committee Member
- Managing Member, The Unexpected Guests Improvisational Comedy Troupe 2008-present
 - Performer
 - Promotions, Finances, Contracts
- Board of Directors, Chautauqua Regional Youth Ballet 2010-2012
 - Board Secretary
- Executive Board Member, Lincoln Elementary School Parent Teacher Association 2010-present
 - President
 - Vice President
 - Publicity
- Chautauqua Leadership Network Class of 2012
 - Class Whip
- SUNY Fredonia Leadership Academy Graduate
- Search Committee Member for Founding Dean, College of Visual and Performing Arts - 2013
- Chautauqua Region's "40 Under 40 Community and Business Leaders" for 2011
- Certified Zumba Instructor - 2011