# CARLEY M. SOHN

Live Events and Customer Experience Professional

CARLEYMSOHN.COM

## CONTACT

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## SOCIAL

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## EDUCATION

**BACHELOR OF ARTS, ARTS MANAGEMENT**
Music Business & Live/Performing Arts Concentrations
**Columbia College Chicago | Chicago, IL**
Class of 2016, Cum Laude

## SKILLS

High Quality Customer Service
VIP Program Coordination
Ticketing & Box Office
Merchandise Sales & Management
Tour/Concert Marketing & Promotion
Production Coordination & Assistance
Experiential & Brand Marketing
Travel Coordination
Event Planning
Zendesk & Slack
Microsoft Office, Google Suite & Dropbox
Social Media & Copywriting
Fast Learner, Organized & Motivated

## VOLUNTEERED FOR:

mazda HYPE HOTEL from HYPE MACHINE

THE ENTERTAINMENT INSTITUTE

FUELED BY RAMEN

## MERCH SALES FOR:

Twenty One Pilots
Andy Grammer
The Griswolds
Ru Paul's Drag Race
AWOLNATION
Melanie Martinez
Hanson
Robert Cray

## RELEVANT WORK EXPERIENCE

**TICKETMASTER (LIVE NATION) |** ***Event Support Specialist, New York, NY, Aug 2021 – Present***

- Meet and exceed Event Management service level agreements
- Accurately input event data into TM Host system and identify and resolve event related errors
- Work with clients, promoters, and internal departments such as marketing, accounting, customer service, event operations and support and client support, when creating events and distributing information regarding those events
- Establish and develop relationships with assigned clients
- Onsite event support at events including US Open and Global Citizen Festival

**THE BOWERY PRESENTS (AEG) |** ***FOH-Guest Services, New York, NY, July 2018 – Present***

- Part-time work at AEG shows including box office, ID check, merchandise management, and coat check
- Utilize knowledge of AXS ticketing system and Chexology coat check software
- Shows include, but are not limited to: BTS, Jason Mraz, Machine Gun Kelly, Olivia O'Brien, Paul Simon

**CID ENTERTAINMENT |** ***VIP Ambassador, New York, NY area, Sept 2017 – Present***

- Creating an inviting atmosphere for guests by demonstrating excellent customer service skills and executing CID VIP programs at venues nationwide
- Shows include, but are not limited to: Blackbear, Dead & Company, Imagine Dragons, Josh Groban, Lindsey Stirling, Luke Bryan, Marc Anthony, Maren Morris, Muse, Weird Al

**THE SYNDICATE |** ***Synnernation Marketing Rep., Chicago & New York areas, Feb 2014 – Present***

- Educate the public through word of mouth, hand-to-hand guerrilla marketing, and social media/digital marketing
- Utilize knowledge of local market and peers to successfully execute campaigns
- Meet goals and deadlines set by remote manager and efficiently manage time to meet predetermined goals, including thorough reports for each campaign

**STUBHUB |** ***Event Fulfillment Coordinator, New York, NY, Jan 2018 – March 2020***

- Provided immediate, high-quality customer service in person as well as by phone and email
- Ran queries to track sales and fulfill ticket orders
- Troubleshot various issues, anticipated and solves potential fulfillment problems, and communicated solutions to internal team and fans
- Assisted with listing verification approvals and UPS order ship-outs
- Remote event coverage at US Open, College World Series, and ACC Championship

**TOWNSQUARE LIVE EVENTS |** ***Associate Producer, Greenwich, CT, Jan 2017 – Aug 2017***

- Festival box office management at various festivals and expos across the United States
- Customer service for festivals via Zendesk, festival phone lines, and social media
- Managed Donation Log for festival ticket donations
- Created and distributed weekly Guest Services update emails
- Assisted with ticket fulfillment and inventory using Elevate Tickets software

**REVOLUTION MARKETING |** ***Production Coordinator, White Plains, NY, May 2014 – Nov 2016***

- Supervised DIY product and activities at H&M Osheaga Festival activation in Montréal, QC and Families for Excellent Schools rallies in Brooklyn and Manhattan
- Created production and recap decks of events using PowerPoint
- Assisted with staff management including expense reports, travel arrangements and meals
- Coordinated warehouse and merchandise logistics
- Production assistant/runner at events including Sephora influencer party and Global Family Reunion

**HOUSE OF BLUES |** ***Retail Associate, Chicago, IL, Sep 2013 – May 2016***

- Averaged $50,000 in collective monthly sales at HOB Gear Shop
- Sold merchandise for artists and assisted with settlement
- Merchandised and organized product displays
- Occasionally passed food at private parties and Sunday gospel brunch

## VIP ASSISTANCE

VIP NATION

LANEONE

23/7 GLOBAL

LOLLAPALOOZA