SELENA RODRIGUES

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PROFESSIONAL SUMMARY

Detail-oriented and customer-focused professional with experience managing high-volume client interactions, coordinating events, handling ticketing and point-of-sale systems, and providing exceptional customer service. Strong organizational, communication, and multitasking skills developed through fast-paced environments. Proven ability to manage multiple priorities while maintaining professionalism, accuracy, and confidentiality.

EDUCATION

BERKLEE COLLEGE OF MUSIC – Boston, MA

Bachelor of Arts in Music Business

September 2022 – April 2026

PROFESSIONAL EXPERIENCE

LIVE NATION – Wallingford, CT

Box Office Attendant | May 2024 – December 2024

• Demonstrated strong attention to detail and accuracy in a high-volume setting.

• Worked collaboratively with venue staff to support daily operations and guest services.

• Resolved customer concerns efficiently while maintaining a positive experience.

• Responded to customer inquiries regarding event schedules, policies, and services.

• Assisted hundreds of guests per event while maintaining a professional and welcoming environment.

• Processed ticket sales and transactions accurately using computerized ticketing and POS systems.

IHEARTMEDIA – Hartford, CT

Promotions Event Staff | April 2023 – September 2024

• Served as a primary point of contact for guests and event attendees.

• Maintained accurate records and documentation related to events and promotions.

• Communicated effectively with team members, vendors, and the public.

• Managed multiple responsibilities simultaneously while maintaining professionalism.

• Assisted with administrative and promotional tasks requiring strong organizational skills.

• Coordinated guest check-ins and assisted with event logistics and organization.

LIVE NATION – Bridgeport, CT

Sponsorship Event Staff | April 2024 – August 2024

• Assisted with organizational and operational tasks requiring strong attention to detail.

• Represented sponsors and organizations professionally while interacting with attendees.

• Adapted quickly to changing priorities in fast-paced environments.

• Supported event operations through coordination of setup, logistics, and guest assistance.

• Collaborated with internal teams and external partners to ensure smooth event execution.

ADDITIONAL QUALIFICATIONS

• Ability to prioritize tasks, meet deadlines, and maintain accuracy under pressure

• Proficient with computer systems, online platforms, and office technology

• Strong written and verbal communication skills

• Comfortable handling confidential and sensitive information professionally

• Experienced working with the public in high-volume customer-facing environments

References available upon request.