

Shekhar Yadav

Event & Operation Management

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About Me

Experience in Sports, Event Management & Operations, with a key focus on Ticketing, Spectator management, Vendor management, Client Relations, New Business, Monitoring Competition, Operations, and Contract Negotiations. Successful at identifying and winning new business with a customer-centric approach and innovative product development.

Profile Snapshot

The major events in my remarkable journey at Bookmyshow include

- **Formula 1 India** - 2011, 2012 & 2013 that I serviced as the ticketing supervisor
- I served a total of 4 out of the **11 seasons IPL** as a Gate entry manager for Delhi Capital.
- I handled the Ticketing and gate management 7 seasons (2014, 2015, 2016, 2017, 2018, and 2019) of **Patna Pirates** team of **Pro Kabaddi League**.
- I Served 3 Season of **Indian Super League** as Gate entry management

International Event

- **ICC World T20 Bangladesh 2014** saw me acting in the capability of the Box office Management and Gate Management in **Sylhet**.
- I serviced 3rd and 4th ODI (**Australian Tour of Sri Lanka**) @Dambulla as Ticketing Manager in **Sri Lanka In 2016**.
- As a Ticketing Manager, I have performed duties for **Guyana Amazon Warriors** of **CPL 2019** (Caribbean Premier League) In **Guyana**

Government Event

- I have handled Ticketing and gate entry management of 3 Season (2017, 2018, and 2019) of IITF (**India International Trade fair**) and 1 Season of **Aahar 2020** for Government of India

Academic

2009	B.Com (P) From Delhi University
2006	12 th from CBSE (Commerce), Noida
2004	10 th from CBSE Board, Noida

Career Highlights

BookmyShow

Feb'2011 – Feb 2021

Deputy Manager

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April 2019 – Feb 2021

- Managing the entire Event ticketing process from Client servicing, taking events live on the website, handling ticket inventory, Monitoring ticket sales, reconciliation, and Final settlement.
- Work closely with Clients to create event pricing, scaling, manifest creation, offers, and sales forecasts.
- Responsible for all accounting and reporting of revenue for all ticket sales.
- Managed and developed a strategic plan of action to ensure that the cost of the event remains under the predetermined budget.
- Coordinated with all internal departments to manage all marketing and accounting procedures and maintain all required documentation and training material.

Assistant Manager**OCT 2016 – Mar 2019**

- Trained Box Office Team to promote customer success and strong service culture resulting in superior customer experience.
- Hired and trained staff to manage event gate-entries, ushers, and counter sales.
- Provided post-event analysis on ticketing, budget, sales, and other event activities to finance and seniors.
- Developed and executed ticket sales plans for maximizing ticketing profits for events across all categories.

Supervisor**Jan 2013 to Sep 2016**

- Responsible for supervising box office staff, including making sure all members are properly trained to operate the ticket system and are familiar with all policies and procedures
- Prepared everyday attendance records and maintain reports for all receipts and cash deposits for the box office.
- Assist in the training of new ticket sellers and continued training of returning staff. The ensured accurate response to customer inquiries with a focus on the optimal solutions for the customer.
- Actively supervised supporting teams at events by providing operational guidance and leadership and Update daily box office reports for Both Internal and external clients.

Bigtree Entertainment PVT. Ltd.**Jan'2011 to Dec 2012****Team Leader**

- Conducting briefings and team meetings for team status updates
- New Planning and coordinating refresher training for existing agents
- Handled a team of 7-9 Agents
- Providing performance feedback to agents

Indiabulls Securities Ltd.**July'2008 to Dec 2010****RELATIONSHIP MANAGER – Insurance & Mutual Funds**

- Generate new business to achieve defined sales targets through leads & self-sources.
- Maintain all sales related MIS (Calls, Prospects, etc.)
- Has done Campaigns & Market Surveys to promote Sales.
- Tracks customer complaints/queries and turnaround times to ensure high level of customer satisfaction and provide information for product and services enhancements.
- After Sales, Provided services as much as possible to the customers to build relationship.

IT Skills

- MS Word, Excel, PowerPoint Etc.
- Internet
- Content management System (CMS) and JIRA

Skills

- Event, concert and exhibition Management
- Vendor management
- Budget and inventory management
- Ticketing , Spectator and Gate entry Management
- Client Relations and F& B Management

Personal Details

Contact Address : RB 10 A Al Khail Heights Apartment
Date of Birth : 26th April, 1986
Language Known : English & Hindi
Marital Status : Married
Hobbies : Listening Songs, Travelling and Making friends
Nationality : Indian

Date:**Place: Dubai****Signature**