

# Shekhar Yadav

## Event & Operation Management

+91-9716447558 UAE : +971505921492

Shekharyadav12@gmail.com

Linkedin.com/in/shekharyadav12/



### 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 <sup>th</sup> from CBSE (Commerce), Noida
2004	10 <sup>th</sup> from CBSE Board, Noida

### Career Highlights

#### BookmyShow

Feb'2011 – Feb 2021

#### Deputy Manager

-

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 : 26<sup>th</sup> April, 1986  
Language Known : English & Hindi  
Marital Status : Married  
Hobbies : Listening Songs, Travelling and Making friends  
Nationality : Indian

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