

# Tiffin M. Feltner

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## CAREER OBJECTIVE

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To obtain a challenging and fulfilling position, which would allow me to utilize the skills I have developed in customer service, leadership, and management. To work with a diverse team of administrators toward the common goal of excellence, continuing to grow as a leader, and person.

## EXECUTIVE SUMMARY

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- Administrator with more than ten years of experience in developing positive, and sustainable relationships with key stakeholders.
- Highly adept at developing and configuring databases, and technology to fit the needs of organizations.
- Exceptional skills in strategic communications, project planning, and financial reporting.
- Proven ability in exceeding sales and service goals with a focus on exceptional guest service.

## CORE MANAGEMENT COMPETENCIES

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Decision Making  
Strategic Thinking  
Problem Solving

Change Management  
Building Collaborative Relationships  
Fostering Teamwork

## CAREER ACCOMPLISHMENTS

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- Led website rebuild for Orlando Philharmonic Orchestra ([www.orlandophil.org](http://www.orlandophil.org))
- Led implementation of PatronManager CRM (SalesForce) for Chattanooga Symphony & Opera
- Developed Tessitura Learning Hub – a discipline-specific training resource for all Tessitura CRM users at Dr. Phillips Center for the Performing Arts
- Successfully implemented new ticketing technologies for Orlando Philharmonic Orchestra
- Planned, and executed Tessitura implementation and record import for Orlando Ballet
- Served on Leadership Team for Orlando Philharmonic, collaborating with Staff Leadership to establish direction for the organization

## PROFESSIONAL EXPERIENCE

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### MANAGER, TESSITURA | Dr. Phillips Center for the Performing Arts | Orlando, FL | July 2019 to June 2020 & Oct. 2021 to Present

Serve as Tessitura Database Manager for Dr. Phillips Center, and its consortium partners: Orlando Ballet, and Orlando Philharmonic. (500K+ records in database, 100+ users)

- Collaborate with internal departments to ensure maximized use of the database and contribute projects that cross multiple departments.
- Identify, test, and implement new features and upgrades for products in and out of the Tessitura ecosystem.
- Troubleshoot and provide support for all products that interact with the Tessitura database.
- Serve as a resource to all Tessitura users, proactively offering training opportunities and developing database policies and procedures.

### CLIENT SERVICES SPECIALIST | Accesso Technology Group | Lake Mary, FL | Nov. 2020 to Oct. 2021

Provide excellent technical service to Accesso clients who utilize a combination of Passport Web and Siriusware POS functionalities.

- Build and maintain packages on behalf of Accesso clients while always providing excellent customer service.
- Troubleshoot communication issues between Siriusware and Passport ticketing systems.
- Develop and sustain positive working relationships with Accesso clients.

- Write internal process documentation and improve ticket management system (JIRA) to provide more accurate reporting.

**ASSOCIATE DIRECTOR, SALES AND PATRON SERVICES | Orlando Philharmonic Orchestra | Orlando, FL | February 2017 to July 2019**

As integral part of Sales, Marketing and Communications team, serve as a point of contact for all customer-related services and purchasing decisions for all Orlando Philharmonic performances.

- Serve as Tessitura super user, managing all end-user aspects of database, and ensuring proper controls and data integrity.
- Establish and maintain a consistent brand throughout all product lines, promotional materials, and events.
- Ensure effective control of sales and marketing results and take corrective action to achieve ticketing goals (\$1.1M).
- Develop and maintain sales reports to assist in sales forecasting and data-driven decision making.
- Manage all staffing, training, and performance evaluations for the Orlando Philharmonic, and The Plaza Live Box Offices (3 full-time, 2 part-time employees).

**ENGAGEMENT TICKETING SPECIALIST | Feld Entertainment | Ellenton, FL | October 2016 – January 2017**

Serve as a ticketing specialist in the Central North America market for Monster Jam, Disney On Ice, Marvel Universe Live, Supercross, Sesame Street Live, and Ringling Bros. Circus.

- Coordinate details of performances among promoters, box offices representatives, and Ticketmaster to ensure shows were built properly and in a timely manner.
- Confirm engagement on-sales with Ticketmaster, venue staff, and internal departments.
- Work with promoters to administer and manage promotions and discounts in venue ticketing systems.
- Provide reports for on-sales and final sales – data entry to company database.

**PATRON SERVICES MANAGER | Chattanooga Symphony & Opera | Chattanooga, TN | July 2013 - September 2016**

Serve as a point of contact for all patron-related services including ticket sales, group sales, subscription sales, and donations.

- Lead the CSO and CSOYO staff, board, and volunteers in implementing PatronManager CRM (SalesForce), and bringing box office technology current.
- Collaborate directly with the Executive Director, Bookkeeper, Auditor, and Finance Committee to improve financial reporting and reconciliation for all sales and donations.
- Work directly with Board of Directors to establish a Technology Committee to ensure CSO technology remains current.
- Manage all Box Office staff, including seasonal Call Center associates, and Volunteers (5 employees, 3+ volunteers).

**EDUCATION**

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**2009-2011**

University of Tennessee at Chattanooga  
Master of Music Performance

**2003-2008**

Lee University  
Bachelor of Arts in Music

**SKILLS**

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Content Management  
CRM Administration  
Customer Experience

Customer Relations  
Data Analytics  
Data Management & Structure

Microsoft Office Suite  
SQL

**PROFESSIONAL AFFILIATIONS/CERTIFICATIONS**

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Complete SQL Bootcamp – 2020 certificate  
Tessitura Center for Professional Development – 2018 & 2022 graduate  
Bill Holmberg Arts Leadership Institute - 2014 graduate

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### REFERENCES

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Tessitura Network

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#### **Drew McManus**

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