

Julio Osorio

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EDUCATION

University of Houston, C.T. Bauer College of Business | Houston, Texas Expected Dec 2028

Bachelor of Business Administration

Minor in Political Science

GPA: 3.0

EXPERIENCE

Ambassador Theatre Group | Sugar Land, Texas

November 2023 - Present

Assistant Box Office Manager

- Effectively manage day-to-day operations of the Box Office.
- Create and manage ticketed events in a computerized environment.
- Interact positively and communicate effectively externally with venue guests, ticketing providers, artist, record labels, fan clubs, and tour managers as needed
- Maintain the highest level of guest service, managing and resolving in person and over the phone customer service issues, in a timely and professional manner

Personnel hiring, evaluation, training coordination, discipline, scheduling, payroll, and supervision.

- Perform additional duties as directed by Box Office Manager, General Manager and Corporate office.

Live Nation Entertainment | Houston, Texas

August 2023 - Present

Guest Services

- Deliver exemplary customer service to maintain customer loyalty. Answer inbound calls or in person inquiries to resolve our customer concerns through analysis to determine the most effective resolution.

- Adapt to customer needs ensuring that they are understood, and appropriate action is taken to meet and exceed their expectations.

- Refer unresolved customer grievances to designated departments for further investigation

- Solicit sales of new or additional services or products.

- Confer with customers by telephone or in person to provide information about products or services, take, or enter orders, cancel accounts, or obtain details of complaints.

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as action taken.