

Zachary Dicken

Vice President of Partner Services, Operations, and Supply Strategy

Chicago, IL, United States | [LinkedIn](#)

Hi — my name is Zach Dicken. I cut my teeth on the team side, got a chance there to meet some awesome people, start the BI group, and run a bigger org — then scaled that up with TM. Today I run our partner ecosystem, supply chain, and a fun, big group of 70+ folks focused on making sure supply and the infrastructure operate at a high level.

I'm an ultrarunner (Moab 240, top 30!), love being a dad and husband, and I'm an entrepreneur at heart. I'm inspired by where tech is right now and get real fulfillment from meeting like-minded folks and taking on scary big problems and goals. Open book.

EXPERIENCE

Vice President of Partner Services, Operations, and Supply Strategy Dec 2023 — Jun 2025
Ticketmaster *Chicago, Illinois, United States*

Teams span across Partner Services, Supply, Operations, Inventory Tooling (front and backend), Technical Sales, Open Ticketing, Product Support, and Communications.

Drive the strategic direction of the supply chain to ensure robust inventory across Ticketmaster Resale marketplaces.

Focused on building cross-functional initiatives that span all live event genres—including sports, concerts, and theater—to power and exceed ten-figure annual ticket sales.

Senior Director of Partner Services & Supply Strategy Aug 2021 — Nov 2023
Ticketmaster *Chicago, Illinois / Rolling Meadows, Illinois*

Director of Supply Strategy Jul 2019 — Jul 2021
Ticketmaster *Chicago, Illinois / Rolling Meadows, Illinois*
Joined as an Individual Contributor.

Senior Director of Ticket Sales, Services, & Operations Apr 2018 — Jul 2019
Chicago Fire Soccer Club

Senior Director of Ticket Sales & Services Dec 2015 — Apr 2018
Chicago Fire Soccer Club *Toyota Park*

Senior Manager of Ticket Sales & Service Jul 2014 — Dec 2015
Chicago Fire Soccer Club *Toyota Park*

Manager of Season Ticket Sales Mar 2013 — Jul 2014
Chicago Fire Soccer Club *Freedom Center (Chicago Ave & Halsted Street)*

Senior Corporate Account Executive Dec 2011 — Feb 2013
Chicago Fire Soccer Club *Freedom Center (Chicago Ave & Halsted St.) & Toyota Park (Bridgeview, Illinois)*

Inside Sales Representative Oct 2010 — Dec 2010
Chicago Fire Soccer Club *Toyota Park (Bridgeview, Illinois)*

Marketing Representative May 2010 — Sep 2010
Arlington International Racecourse

Division of Intercollegiate Athletics and Illinois Athletic Ticket Office May 2009 — May 2010
University of Illinois at Urbana-Champaign *Champaign, IL*
Held dual roles in the Marketing Department and University Ticket Office, alongside part-time lifeguard duties at both campus recreation centers.

EDUCATION

Northwestern University - Kellogg School of Management
Executive Education in Competitive Strategy, Business

University of Illinois Urbana-Champaign
BS
Graduated with Highest Honors

SKILLS

Ticketing Systems · Supply Chain Optimization · Business Strategy · Analytical Skills · Team Leadership · Executive Team · Strategic Thinking · Corporate Strategy · Collaborative Problem Solving · Sports · Sports Marketing · Leadership · Sports Management · Sales · Social Media Marketing · Marketing · Social Media · Management · Event Management · New Business Development · Social Networking · Ticket Sales · Sponsorship · Time Management · Event Planning · Customer Service · Business Development · Public Speaking · Strategic Planning