

Tomasz Schwartz

Athletics Event Operations Associate

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STRENGTHS

- 👤 **Guest service**
Resolved seating, parking, policy, and direction questions calmly, helping guests feel supported during busy arrivals.
- 📱 **Ticket operations**
Used handheld scanners and mobile tools at entrances, catching routine access issues before they slowed guest flow.
- ✅ **Event readiness**
Checked signage, tables, radios, queues, and hospitality materials before opening, so teams started with fewer surprises.
- ♥️ **Safety awareness**
Watched gates, seating areas, and concourses closely, then raised concerns by radio when conditions changed.
- 💬 **Team communication**
Worked with supervisors, security, ticket staff, and event personnel; clear radio updates kept assignments moving.

SKILLS

<u>Customer service</u>	<u>Ticket scanning</u>
<u>Guest services</u>	<u>Access control</u>
<u>Crowd management</u>	
<u>Radio communication</u>	
<u>Mobile devices</u>	
<u>Credential distribution</u>	
<u>ADA accommodations</u>	
<u>Event safety</u>	<u>Facility setup</u>
<u>Facility breakdown</u>	
<u>Emergency procedures</u>	
<u>Fan engagement</u>	<u>Venue policies</u>

SUMMARY

Athletics event operations professional with 3 years and 3 months supporting collegiate and community sports venues through ticketing, **guest services**, **access control**, facility preparation, and gameday logistics. Skilled with handheld ticket scanners, mobile devices, radio communication, **credential distribution**, **crowd flow monitoring**, and customer issue resolution across indoor and outdoor events. Supports football, basketball, baseball, soccer, volleyball, and special events with steady attention to safety, accessibility, organization, and positive fan experiences. Trusted to prepare public spaces, verify admission, guide guests, support ADA accommodations, communicate operational concerns, and respond calmly during high volume activity. CPR, AED, and First Aid certified, with practical experience standing for extended periods, navigating facilities, moving equipment up to 25 pounds, and coordinating with supervisors, security, ticket staff, and event personnel.

EXPERIENCE

Athletics Event Operations Associate

Rocket City Event Services 📅 March 2025 - Present 📍 Huntsville, AL

Supports collegiate and community sports operations across entrances, seating areas, concourses, hospitality spaces, and credential checkpoints. Handles ticket validation, guest assistance, facility preparation, crowd observation, **radio communication**, and emergency readiness for indoor and outdoor events.

- Validated admission with handheld scanners and mobile tools, routing complex account questions to ticket office leads.
- Prepared signage, tables, stanchions, access points, and hospitality materials before contests, then completed venue breakdown.
- Monitored **crowd flow** across gates, **seating areas**, and concourses, reporting safety concerns by radio to supervisors.
- Resolved questions about seating, parking, **venue policies**, and directions while supporting accessibility requests with care.
- Applied CPR, **First Aid** training, and **emergency procedures** during operational briefings and active event coverage.
- Coordinated with supervisors, security, ticket staff, and event personnel during high volume collegiate contests.

Ticketing and Guest Services Assistant

Valley Sports Hospitality 📅 July 2023 - February 2025 📍 Decatur, AL

Delivered front line ticketing and guest support for **football**, **basketball**, baseball, soccer, and volleyball events. Supported access control, credential distribution, venue readiness, accessible routing, customer communication, and post event equipment collection across varied facilities.

- Verified mobile and printed tickets, guided patrons through entry procedures, and documented scanner issues for leads.
- Distributed credentials for event staff, officials, vendors, and designated guests using assignment lists and venue procedures.
- Guided diverse audiences through seating, facility directions, accessible routes, and appropriate accommodation support.
- Prepared **gates** and guest service stations by checking scanners, signage, queue equipment, radios, and information materials.
- Maintained orderly spectator areas during events and collected equipment after contests for supervisor review.
- Supported football, basketball, **baseball**, soccer, and **volleyball operations** across indoor and outdoor venues.

LANGUAGES

English	Native
Polish	Intermediate

MY CAREER



- Athletics Event Operations Associate at Rocket City Event Services (1.6 Years)
- Ticketing and Guest Services Assistant at Valley Sports Hospitality (1.6 Years)

PROJECTS

Multi Sport Gameday Operations 📅 2025

Supported coordinated ticketing, guest service, facility preparation, access control, crowd observation, and radio communication across varied sports venues. Work connected reliable pre event preparation with organized fan movement and safe contest operations.

LEADERSHIP & AWARDS

- Recognized by event supervisors for dependable coverage across collegiate and community sports assignments.
- Trusted with recurring access control, guest service, and venue readiness responsibilities during busy contests.

EDUCATION

High School Diploma

Grissom High School 🎓 GPA: 4.0 📅 2023 📍 Huntsville, AL

Coursework: Customer service, communication, health and safety, physical education

CERTIFICATIONS

- CPR and AED 📅 2025
- First Aid 📅 2025

TECHNICAL SKILLS

- **Ticketing Systems:** Handheld scanners, mobile ticketing tools, printed tickets
- **Guest Services:** Seating guidance, facility directions, customer concerns
- **Access Control:** Credential distribution, entry verification, assignment lists
- **Event Equipment:** Signage, tables, stanchions
- **Radio Communication:** Two way radios, event systems, supervisor communication
- **Crowd Operations:** Crowd flow, gate monitoring, concourse monitoring
- **Accessibility Support:** ADA accommodations, accessible routes, guest assistance
- **Sports Operations:** Football, basketball, baseball
- **Venue Operations:** Soccer, volleyball, softball
- **Safety Procedures:** Emergency procedures, CPR, First Aid

PROFESSIONAL AFFILIATIONS

- Community athletics event operations support across Huntsville area venues.
- Collegiate and community sports event teams supporting fans, officials, athletes, and campus guests.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST