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Zoë Swisher

EDUCATION

The University of Findlay, Findlay, OH

Graduation Date: March, 2019

Master of Business Administration

Concentration: Organizational Leadership

Summa cum laude, G.P.A.: 3.94

Bowling Green State University (BGSU), Bowling Green, OH

Graduation Date: December, 2016

Bachelor of Science in Education, Sport Management

Minor: Entrepreneurship

Summa cum laude, G.P.A.: 3.97

EXPERIENCE

The University of Findlay Athletic Department, Findlay, OH

August 2017 – Current

Media Relations and Sports Information Graduate Assistant

- Record statistics for varsity sports including football, volleyball, basketball, track and field, tennis, softball, cross country, lacrosse and soccer
- Utilize TASFTP software, StatCrew program, and PrestoSports system in coordination with NCAA policies and guidelines
- Update athletic website with live statistics, results, and box scores
- Compose articles for athletic website with results and records from athletic events
- Post photos, graphics, and updates for sporting events on various social media accounts
- Coordinate with other NCAA institutions to share rosters, results, statistics, and logo information
- Assist in creating graphics for social media posts using Adobe Photoshop

The Akron RubberDucks, Akron, OH

May 2018 – August 2018

Premium Experiences, Suites & Special Events Intern

- Coordinated with National Interstate Suite Level guests to ensure an exceptional customer experience
- Assisted in coordinating and planning of special events and catering functions such as corporate meetings, business luncheons, special guests, reunions, charity events, movie nights, and wedding rehearsals
- Utilized Quest POS Software to manage suite level catering orders and payments
- Responded to incoming inquiries, requests, suggestions, and concerns from guests and suite level partners
- Promoted and maintained positive client and guest relations and ensured suite level patrons received a consistently high standard of service and quality
- Advised and immediately followed up with the maintenance, housekeeping, security and any reported problems or concerns
- Prepared event spaces and catering services according to client requests
- Acted as a liaison between the Akron RubberDucks and Make-A-Wish to provide a fun and positive experience for Make-A-Wish guests

Jam On It, Reno, NV

February 2017 – July 2017

Event Director

- Planned and operated volleyball tournaments in the AAU Pacific District
- Promoted launch of Jam On It Volleyball/AAU brand on the West Coast
- Corresponded with AAU National office to aid in planning AAU West Coast Volleyball Championships
- Marketed Jam On It/AAU Volleyball on the West Coast through email blasts, social media, and direct communication
- Generated Jam On It Volleyball contact database
- Created and maintained Jam On It Volleyball website and social media sites
- Responded to inquiries regarding team registration and logistics of competition
- Assisted in keeping budget and payroll for various basketball and volleyball tournaments
- Coordinated and oversaw equipment delivery and setup for volleyball tournaments
- Designed floor layouts and signage plans for various tournament venues
- Conducted field research by attending and/or working at competitors' events
- Displayed extraordinary customer service and leadership skills

The Amateur Athletic Union (AAU), Orlando, FL

May 2016 – August 2016

All Sports Event Operations Intern

- Aided sport managers in daily planning, tournament registrations, and logistics of five different sports
- Handled monetary transactions for tournament passes
- Worked with sport managers to ensure superbly conducted events
- Monitored game-day operations at ESPN Wide World of Sports Complex
- Responded to queries related to registration and logistics of competition
- Assisted in human resource responsibilities including interviewing job candidates for Gatorade Activation position
- Conducted research on customer satisfaction by creating, distributing, and analyzing surveys

ACTIVITIES

BGSU Women's Club Basketball Team, Bowling Green, OH

2014 – 2016

President, Coach, Player

- Coached team practices and tournament games
- Handled logistics for tournament travel and lodging of team
- Scheduled team practices and tournaments
- Conducted try-outs for 2016-2017 club season
- Managed the budget for team activities, apparel, and travel
- Created and maintained Twitter page for efficient distribution of club information

PROFESSIONAL VOLUNTEERING

NHL All-Star Weekend, Columbus, OH

January 2015

All-Star Fan Fair Ambassador

NCAA Women's Final Four, Indianapolis, IN

April 2016

Tourney Town Volunteer