

# Mark Lucci

267 Hendrix St. Philadelphia, PA 19116

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## EDUCATION

### Temple University

School of Sport, Tourism and Hospitality Management  
Bachelor of Science, Sport and Recreation Management

GPA: 3.63  
Expected Graduation: 2019

## WORK

## EXPERIENCE

### Liacourse Center

#### Box Office Assistant

Philadelphia, PA  
August 2018-Current

- Assist in game day ticket operations
- Assist in box office operations during non-game days
- Utilized Paciolan 7 to provide ticket purchasing services
- Assist in mailing season tickets and ticket packages

### Philadelphia Eagles

#### Merchandise Game-Day Staff

Philadelphia, PA  
June 2018- Current

- Assist in game day operations in Merchandise
- Assist in Pro Shop operations during non-game days
- Operate cash register
- Interact with customers to increase customer satisfaction and relations

### University of Pennsylvania Athletic Department

#### Ticket Operations Intern

Philadelphia, PA  
January 2018- April 2018

- Assisted in distribution of tickets at will call
- Provided customer service through email and phone
- Utilized Salesforce to track customer interaction
- Utilized Paciolan 7 to provide ticket purchasing services
- Assisted in ticketing operations for special events held on campus

## OTHER WORKING/ VOLUNTEER EXPERIENCE

- Temple University Athletics: Box Office
- Back on My Feet: Event Assistant
- Global Abilities Rec Fest: Event Assistant
- Le Méridien Philadelphia (World Meeting of Families): Tour Guide
- NFL Draft: Activity Volunteer
- Pennsylvania Wine and Spirits Association: Event Assistant
- Squash Smarts: Peer Mentor
- Temple University Football: Promotional Handout Volunteer
- University of Pennsylvania Athletics: Game Day Operations

## SKILLS

- Leadership & organizational skills
- Paciolan 7
- Money management
- Able to work in changing work environments
- Customer service
- Proficient in Microsoft Word, PowerPoint, Excel