

# Karan Norman

## Event Staff

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### STRENGTHS

- 🔊 **Calm Event Response**  
During minor disputes, used a steady voice and clear options, helping guests regain focus without disrupting competition.
- ✅ **Accurate Game Support**  
Scorebook checks and timing confirmations caught discrepancies early, giving officials and staff cleaner records before final distribution.
- 👤 **Welcoming Guest Service**  
Questions came from every direction during busy contests, yet patient directions kept spectators moving comfortably through venues.
- 🕒 **Reliable Preparation**  
Early setup habits made scorer tables, ticket stations, and public areas ready before doors opened, with fewer last minute gaps.
- 🗣️ **Team Coordination**  
Media crews and athletics staff often needed quick answers, so shared updates kept live event work aligned.

### SKILLS

|                                 |                      |
|---------------------------------|----------------------|
| <u>Event operations</u>         |                      |
| <u>Game day operations</u>      | <u>Ticket sales</u>  |
| <u>Scoreboard operation</u>     |                      |
| <u>Shot clock operation</u>     |                      |
| <u>Scorebook maintenance</u>    |                      |
| <u>Media table support</u>      |                      |
| <u>Sports information</u>       | <u>Digital media</u> |
| <u>Video production support</u> |                      |
| <u>Broadcasting support</u>     |                      |
| <u>Customer service</u>         |                      |
| <u>Spectator assistance</u>     |                      |

### SUMMARY

Athletic event operations professional with four years of progressively responsible experience supporting collegiate sports communications, **game day execution**, digital media, **ticket sales**, and spectator services. Prepares facilities, scorer tables, ticket stations, signage, equipment, and guest areas before contests, then restores operational spaces after events. Operates scoreboards and shot clocks, maintains official scorebooks, supports media tables, and checks game information for accuracy. Communicates professionally with students, spectators, coaches, officials, media personnel, and athletics staff across basketball, volleyball, soccer, and community events. Responds calmly when conditions change, recognizes situations requiring medical or **supervisory assistance**, and applies practical de escalation during minor conflicts. Reliable independent worker who follows **institutional policies**, supports event teams, and helps create safe, inclusive, welcoming experiences during evenings, weekends, and changing athletic schedules.

### EXPERIENCE

#### Athletic Event Operations Coordinator

Bayview University Athletics 📅 July 2024 - Present 📍 Oakland, CA

Coordinate collegiate athletic event operations across preparation, live competition, **guest assistance**, safety monitoring, communications, and post event restoration. Work independently on assigned stations while coordinating with officials, coaches, athletics communications staff, supervisors, and event personnel. Support basketball and volleyball contests through accurate timing, scoring, records, **customer service**, and calm responses when conditions change.

- Prepared scorer tables, ticket stations, signage, and spectator areas before collegiate contests began.
- Operated basketball scoreboards and shot clocks, confirming timing procedures with officials before competition.
- Maintained official scorebooks, resolving scoring discrepancies with **athletics communications** staff before records circulated.
- Guided **spectators** toward seating and services, answering questions with calm, courteous event support.
- Reported safety concerns and minor conflicts, contacting supervisors or medical personnel when escalation required.
- Led equipment checks and **post event breakdown**, documenting missing items for upcoming contests.

#### Sports Information and Event Assistant

Eastshore Sports Media 📅 September 2022 - June 2024 📍 Berkeley, CA

Supported collegiate and community sports events through media table preparation, guest entry, digital content, **broadcasting** assistance, crowd observation, and event documentation. Followed **established procedures** independently while coordinating with event leadership, media crews, operations staff, and spectators. Combined accurate information handling with welcoming service during fast paced contests and changing venue conditions.

- Prepared media tables, credential lists, statistics, and public address materials for contests.
- Processed **ticket sales** and guest entry, following cash handling and admission procedures accurately.
- Checked rosters, schedules, names, and competition details before distributing event materials.
- Supported **video production** crews with venue access, run of show information, and timing cues.
- Reported medical concerns, disruptive behavior, and facility issues to designated event leadership.
- Closed events by reconciling equipment, organizing media materials, and recording follow up items.

Crowd monitoring

Conflict de escalation

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Athletic Event Operations  
Coordinator at Bayview  
University Athletics (2.2 Years)

● Sports Information and  
Event Assistant at Eastshore  
Sports Media (1.8 Years)

## PROJECTS

### Collegiate Game Day Operations 📅 2024

Supported integrated basketball and volleyball event workflows, connecting facility preparation, scorer table operations, guest service, safety observation, and post event restoration in one dependable process.

### Live Sports Media Support 📅 2023

Coordinated media materials, digital game information, venue access, and broadcast timing for community and collegiate contests where accurate communication kept live coverage moving.

## LEADERSHIP & AWARDS

- Recognized by athletics staff for dependable scorebook and scoreboard coverage during collegiate contests.
- Selected for recurring event assignments after consistent guest service, punctuality, and calm operational support.
- Trusted with sensitive game records and post event equipment reconciliation across multiple sports.

## EDUCATION

### Associate of Arts in Communication

Laney College 🎓 GPA: 3.5 📅 2022 📍 Oakland, CA

**Coursework:** *Interpersonal Communication, Public Relations, Digital Media, Event Communication*

## CERTIFICATIONS

- CPR and First Aid Training 📅 2024
- Event Safety Training 📅 2024

## TECHNICAL SKILLS

- **Game Operations Systems:** Scoreboards, shot clocks, scorebooks
- **Ticketing Operations:** Ticket sales, guest entry, cash handling
- **Media Table Support:** Credential lists, statistics, public address materials
- **Sports Information:** Rosters, schedules, game records
- **Digital Media:** Digital content, game information, media materials
- **Video Broadcasting:** Video production, broadcasting support, timing cues
- **Facility Operations:** Venue preparation, equipment checks, post event breakdown
- **Guest Services:** Spectator assistance, seating directions, customer service
- **Safety Response:** Safety awareness, medical escalation, supervisory escalation
- **Conflict Management:** De escalation, behavior observation, supervisor contact

## PROFESSIONAL AFFILIATIONS

- Collegiate athletics event operations teams, supporting students, spectators, coaches, officials, and staff.
- Sports information and live event media communities across Oakland, Berkeley, and surrounding campus venues.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST