

# GABRIELLA MENDOZA



720-501-7789



thegabriellamendoza@gmail.com



City, State

## PROFILE

Motivated and detail-oriented sports and media professional with hands-on experience in ticket operations, guest services, and live event support. Skilled in data analysis, fan engagement, and on-site logistics within collegiate and professional sports environments. Proven ability to create positive guest experiences, streamline operations, and support team goals through strong communication, organization, and problem-solving. Passionate about connecting fans to memorable sporting events and contributing to the growth of sports entertainment through creativity and service excellence.

## EDUCATION

### **Belmont University**

Bachelor of Science, Media Production, Emphasis in Video Production  
Minor in Sports Administration

Nashville, TN  
Aug 2022 – Dec 2025

## INDUSTRY EXPERIENCE

### **BELMONT UNIVERSITY TICKET OFFICE, STUDENT ASSOCIATE - DATA STEWARD**

- Analyzed three years of Belmont Volleyball ticketing and attendance data to identify trends and insights, contributing to the development of targeted marketing and sales strategies aimed at increasing attendance, season ticket holders, and overall audience reach.

Nashville, TN  
Aug. 2025 - Present

### **BELMONT UNIVERSITY TICKET OFFICE, STUDENT WORKER**

- Provided customer service by managing ticket sales, resolving patron issues, and coordinating with departments to ensure smooth event operations.

Nashville, TN  
Jan. 2023 - Aug. 2025

### **NASHVILLE SOUNDS BASEBALL CLUB, FAN HOST**

- Provided a welcoming fan experience by scanning tickets, directing guests to seats, managing Kid Zone activities (mini golf and slides), and processing card payments through Clover Flex, ensuring smooth operations and enhancing guest enjoyment in a fast-paced ballpark environment.

Nashville, TN  
Aug. - Sept. 2025

### **PLAYMAKERS, EVENT INTERN (VOLUNTEER)**

- Greeted and checked in guests at Playmakers Nashville's soft launch, shared information about the organization, guided attendees on donations and refreshments, and ensured a welcoming experience from arrival to departure.

Nashville, TN  
April 2025

### **AWAY TEAM, EVENT INTERN (VOLUNTEER)**

- Served as the point of contact during event, produced interviews, and supported videographers to promote women's sports through dynamic storytelling

Nashville, TN  
Oct. 2024

## SKILLS

- Customer-focused
- Friendly demeanor
- Conflict resolution
- Cash handling
- Phone and email communication
- Customer service calls & transferring calls
- Event support
- Reliable and punctual
- Adaptable in fast-paced environments
- Efficient multitasker
- Organized and proactive
- Detail-oriented