

# Stephen C. Wolf

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## EDUCATION

B.S. Kutztown University of Pennsylvania

Kutztown, PA

**Major: Sport Management & Leadership Studies**

May 2020

**Double Minor: Business & Fitness Administration**

GPA: 3.7

## ACHIEVEMENTS

Dean's List

2017, 2018, 2019

Chi Sigma Mu Honor Society

May 2020 - Present

- Commission on Sport Management Accreditation

Department of Sport Management and Leadership Studies

- Outstanding Achievement Award

May 2020

The National Society of Leadership and Success

Fall 2018 - Present

## INTERNSHIP EXPERIENCE

Valley Preferred Cycling Center

Breinigsville, PA

**Operations Intern**

May 2019 – August 2019

- *Independent Work Project*
  - Developed a community relationship for family and friends with disabilities by forming a partnership between Valley Preferred Cycling Center and iCan Shine's iCan Bike camp for children and adults
  - Promoted the Cycling Center by bringing the mascot to bicycle camp and giving away free tickets and giveaway bags.
- Demonstrated strong customer service skills as lead charge of Will Call Booth by distributing purchased tickets, season tickets and promotional giveaways, as well as check in sponsors for sponsor events.
- Maintained rider's registration information and money via company excel document and ensure all riders sign waivers for each race.
- Responsible for maintaining a clean and safe environment, preparing the track, training new volunteers, setting up merchandise, greeting fans and counting spectators, aiding in emergency medical help, monitoring music and sound volume, and providing other duties wherever help was needed.

## SPORT MANAGEMENT WORK EXPERIENCE

Philadelphia Phillies

Philadelphia, PA

**Entertainment Staff Member**

April 2018 – Present

- Operate each station of the new fan zone called "The Yard."
- Regularly monitor safety of children ages 4-14 years old.
- Ensure a fun and positive game day experience for both children and parents.
- Prepare and assist with promotional giveaways.

Philadelphia Eagles

Philadelphia, PA

**Game Day Staff Member**

August 2018 – January 2019

- Guest Services Attendant - Provided quality customer service by greeting fans as they arrive, answering questions, and helping with directions.
- Ticket Taker - Responsible for setting the tone for fans. Checked and scanned fans' tickets upon arrival. Followed appropriate protocol for admission refusals.
- Usher - Monitor the seating area by examining tickets and watching crowd behavior.

**OTHER WORK EXPERIENCE**

DoorDash

Lehigh Valley, PA

**Dasher**

March 2020 – Present

- Receive specific customer order on DoorDash Dasher application on smartphone.
- Accept order and follow directions to the specific restaurant.
- Professionally interact and engage with restaurant workers to positively represent DoorDash.
- Follow directions on the application to the customer's house or place of business.
- Provide quality customer service over text for non-contact deliveries and face-to-face deliveries.

Giant Food Stores

Trexlerstown, PA

**Deli Associate**

April 2017 – August 2017

- Received specific customer orders for large deli inventory in award winning Giant.
- Provided excellent customer service in a fast-paced environment.
- Promoted designated products for increased sales.
- Adhered to sanitation and food safety regulations.

**SPORT MANAGEMENT VOLUNTEER EXPERIENCE**

Philadelphia Phillies Phestival – ALS, Philadelphia, PA

July 2018

Lehigh Valley Steel Hawks, Allentown, PA

May 2018

- Helped with fan interaction games/promotions.

Eagles NFC Championship Game, Philadelphia, PA

Jan 2018

Eagles Divisional Round Playoff Game, Philadelphia, PA

Jan 2018

- Distributed Rally Towels to fans

Flyers – Light Show Spectacular, Philadelphia, PA

Dec 2017

- Decorated each section with wrist-light and instructions

Lehigh County Special Olympics Volunteer – Basketball

Feb 2012

**AWARDS**

Michael Wood Award Most Outstanding Back – Emmaus High School Football

2016

Western Lehigh Exchange Club – Emmaus vs. Parkland MVP Offense Football

2015

Captain Freshman Emmaus High School Football Team

2012

Offensive MVP Freshman High School Football

2012

**WORK SKILLS**

- Strong interpersonal and communication skills
- Hard working and dependable
- Ability to work under pressure
- Effective team player