

# BRYAN SCOTT PHILLIPS

123 Exton Road, Somers Point, NJ 08244 | 609.513.7418 | bryansphillips1@gmail.com | linkedin.com/in/bryanscottphillips/

## ATHLETIC ADMINISTRATION | Athletic OPERATIONS

Highly effective athletic administration professional specializing in strategically developing student-athletes to improve performance while ensuring a positive experience. Offering an array of skills in student satisfaction, project management, financial acumen, event management, game day operations, marketing, data analysis, order processing, Athletics and sports management. Proven ability to identify areas for improvement and provide impactful solutions to improve student engagement. Former collegiate athlete with a passion for this environment and working with a diverse set of stakeholders to deliver the best possible experience.

### SUMMARY OF QUALIFICATIONS

Athletic Operations • Academic Advising • Ticket Office Administration • Mentoring • Enhancing Event Engagement  
Student-Athlete Development • Strength and Conditioning • Ticketing Software Proficiency

## EDUCATION AND CERTIFICATIONS

**GRADUATE CERTIFICATE NCAA COMPLIANCE-** *Drexel University (May 2020- Present)*

**MASTER IN SPORTS ADMINISTRATION-** *Fairleigh Dickinson University (December 2019)*

**BACHELOR OF SCIENCE – PHYSICAL EDUCATION,** *magna cum laude,* Kean University (December 2017)

*Member of Rutgers University & Kean University Lacrosse Team*

*Member of Chi Alpha Sigma, Student-Athlete Honor Society*

*Member of Lambda Alpha Sigma, Academic Honors of Kean University*

*Member of Chi Sigma Mu, Sport Management Honor Society*

**NAAC Member | NSCA CSCS | Water Safety Certified | AHA CPR Certified | ECSI First Aid Certified | National Institute of Health Certified | NJ Substitute Teacher Certification**

## PROFESSIONAL EXPERIENCE

**RESIDENTIAL MENTOR | IMG Academy**

**December 2020- Present**

Responsible for monitoring students, communicating and following up on Academy rules, regulations and policies creating safe and secure environment for our students and campers. Support and regulate social distancing standards and policies.

- **Provide strategies** for, and assist student-athletes with, multicultural development, learning, character building, community development and personal wellbeing.
- Serve as an **authority figure** as well as providing supervision, guidance and support for student-athletes.
- **Collaborate** with Campus Safety and Health Services staff to ensure the safety and welfare of student-athletes.
- Monitor students in dorms and throughout campus.
- Create and maintain student files and records.
- Assist students with day-to-day needs.

**STRENGTH COACH | Klemic Performance Method**

**September 2020- December 2020**

Develop, design, and execute strength programs for student-athletes at middle school and high school levels in various sports.

- Evaluate, train, sport program design, manage schedule and monitor progress of athletes.
- Daily organization and administration of training facility.

- *Interaction with parents of young athletes.*

**BOX OFFICE REPRESENTATIVE | The New York Racing Association (NYRA)**

**May 2019 – August 2019**

Utilize excellent telephone etiquette and communication skills to respond to incoming calls for information regarding NYRA tickets, event facilities, services offered and pricing.

- ***Increase sales revenue by strategically selling, cross-selling and up-selling admission, seating and events to callers.***
- ***Showcase high level of computer proficiency and Archtics experience in leading ticketing and sales process execution.***
- ***Assist and facilitate wide array of daily operations to promote a positive atmosphere and improve production.***
- ***Enhance customer service by efficiently resolving issues and delivering an optimal guest experience.***

**TICKET & FAN SERVICES INTERN | Philadelphia Eagles, LLC**

**January 2019 – May 2019**

Acted as account executive and ticket operations coordinator for the Philadelphia Eagles.

- ***Demonstrated expertise in use of the Philadelphia Eagles CRM database and Archtics ticketing systems for reports and account updates.***
- ***Prepared department for season and game days and manage daily Game Day Staff communication via phone and email.***
- ***Responded to fan suggestions, questions, concerns and comments to initiate enhanced client satisfaction.***
- ***Assisted with data entry, including SBL information, customer information and financial information.***
- ***Collaborated with Premium Seat Ticket Manager regarding contracts and data processing.***
- ***Worked with Special Event Ticket Manager on all non-Eagles events, including event set-up, ticket sales and mailings.***
- ***Analyzed employee feedback to identify areas of growth for consistent improvement.***
- ***Provided operational support of Guest Services locations as well as supported all aspects of lost and found program.***
- ***Incorporated Salesforce CRM database software to track and analyze fan interactions.***
- ***Exhibited proficiency in ABI MasterMind program and updated event schedules and employee files for Game Day Staff.***

**ASSISTANT MEN'S LACROSSE COACH | Madison High School**

**February 2018 – September 2018**

Served in a variety of areas that assisted Lacrosse team members to organize and advance their athletic and academic performance.

- ***Train, supervise and guide athletes toward excellent leadership and communication skills.***
- ***Organize drills to demonstrate proper techniques.***
- ***Motivate athletes to enhance their performance in sports and education.***

**MEN'S LACROSSE INTERN | Kean University, Union, NJ**

**September 2017 – December 2017**

Served in a variety of areas that assisted Lacrosse team members to organize and advance their athletic and academic performance.

- ***Recorded and analyzed data to streamline information that leads to targeted instruction and improvement.***
- ***Coordinated workouts for athletes in an effort to optimize availability and maintain consistent training.***
- ***Monitored study hall periods for each individual athlete, holding them accountable for academic effort and achievement.***

**TRANSFER INSTRUCTIONAL MENTOR | Kean University, Union, NJ**

**September 2016 – May 2017**

Selected amongst hundreds of applicants to perform the duties as a mentor

- *Assisted first-year transfer students in their social and academic transition to Kean University.*
- ***Helped students build the skills needed for success*** in their intended majors.
- *Focused on academic planning and expectations, writing, researching and career exploration and planning.*

**COACH - COUNSELOR** | Reaction Lacrosse, Marlton, NJ

**June 2012 – June 2014**

Incorporated player development for athletes at all levels.

- *Conducted formal evaluations of individual participants for development.*
- *Communicated with camp administrators and parents to **maintain an open line of communication regarding training best practices** for each athlete.*
- *Instructed the game and traditions of lacrosse as well as **helped athletes play their best**, both individually and as a team.*
- *Promoted positive attitudes and enthusiasm for the sport and players, leading to constructive mental approach.*

**COACH - COUNSELOR** | Trilogy Lacrosse, Brooklyn, NY

**May 2013- May 2014**

Taught beginner, intermediate and advanced levels of lacrosse skills and conditioning.

- *Directed one-on-one drills as well as field sessions, individual training, specialty clinics, tournament play, offensive and defensive fundamentals, shooting and dodging groundballs.*
- *Collaborated with Head Coaches and staff to ensure success in every learner.*
- *Contributed to team and staff meetings to verify that **appropriate coaching and counseling** was provided to each athlete.*
- ***Administered evaluations and set-up improvement programs.***

**MARKETING & PROMOTIONS SPECIALIST** | Tropicana Casino and Resort, Atlantic City, NJ

**May 2013- June 2016**

Supported Marketing and Promotions department to improve service and enhance performance.

- ***Assisted with set-up of special events*** by efficiently handling a wide array of responsibilities.
- *Facilitated **timely and effective customer support** to resolve all issues in a respectful manner.*

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**ATHLETICS AND ACTIVITIES**

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**MEN'S LACROSSE TEAM MEMBER** | Rutgers University, New Brunswick, NJ & Kean University, Union, NJ

**2012 – May 2017**

Active member of the Men's Lacrosse Team for Rutgers University and Kean University.

- *Participated in daily high-level structured weight training.*
- *Sustained strong cardiovascular daily routine.*
- *Committed to year-round program of proper training and nutrition to compete at the highest levels.*

**ACTIVITIES**

Big Brother Foundation | HEADstrong Volunteer | Transfer Instructional Mentor

