

# James Doe

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## EDUCATION AND CERTIFICATION

**B.S. Sports Management; Coaching Minor**, expected May 2018

Delaware State University, Dover, DE

GPA: 3.53

- Trey Whitfield Foundation Academic Honoree, Brooklyn, New York, July 2015
- National Bookkeepers Association (NBA) Certification, March 2013
- American Heart Association CPR Certification, June 2016

## WORK EXPERIENCE

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June 2016 –  
August 2016

**Del-Mar-VA Council Boy Scouts of America**  
**Pool Manager**

Rhodesdale, Maryland

- Supervised and coordinated activities of swimming pool staff, managed day and evening swimming programs and recognized for excellent customer service
- Instructed scouts ages 11 to 17 in swimming classes, principles of water confidence, and lifesaving and ensured the safety of all campers
- Cleaned pool area daily, checked pH and chlorine levels periodically, completed forms for pool water tests and daily inspection checklist
- Maintained attendance sheets, merit badge application cards, and program of facility activities
- Completed staff evaluation forms reflecting information such as effectiveness in interpersonal relations, and acceptance of responsibility
- Recognized by leadership as a problem solver, addressing issues quickly and communicating effectively with team members to manage the pool area efficiently

August 2013 –  
June 2016

**Dover Downs Hotel and Casino**  
**Player Services Representative**

Dover, Delaware

- Completed Stepping Up, Management Training Program, Dover Downs, 2015
- Trained new employees
- Performed limited management duties
- Communicated with supervisors and employees to solve customer issues
- Processed new Capital Club members and obtained completed contact information
- Provided efficient, friendly, and timely customer service to all members

August 2015 –  
December 2015

**Delaware State University**  
**Men's Basketball Operations Intern**

Dover, Delaware

- Managed the men's basketball team's basketball operations for the 10-day trip to California.
- Communicated effectively with the Director of Basketball Operations from Fresno State, University of San Francisco and UC Riverside for practice and game day procedures.
- Responsible for travel arrangements, including hotel, meals, transportation, rental cars and preparation of itinerary
- Assisted the Head Coach, assistant coaches, Sports Information Director, equipment manager and athletic trainer with practice and game day needs

## SKILLS AND ACTIVITIES

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- Proficient in the CMS system, SPSS, MS Excel, Word, Access, PowerPoint and QuickBooks
- National Society of Collegiate Scholars, Spring 2016
- Delaware State University Sports Management Organization
- Game day event staff for college football, basketball, and volleyball games