

# HERMAN GOMEZ

915.328.0289 | HBGOMEZ2@OUTLOOK.COM | 10305 KINROSS AVE, EL PASO, TX 79925



## SELECTED EXPERIENCE:

### MEMBERSHIP/GUEST SERVICE REPRESENTATIVE

Mystic Aquarium - Mystic, CT

#### Remote Experience

September 2020 +

- Create and maintain membership accounts utilizing Tessitura software.
- Assist in database management by pulling lists, creating promo codes, and merging accounts.

#### In-person Experience

September 2018-September 2020

- Assisted in fundraising and development event coordination.
- Provided exceptional service and communication to both new and established members via phone, email, and in person.
- Assisted with the daily guest services operations such as taking tickets, facilitating crowds as large as 1000 people per show, and maintaining campus organization.
- Provided in-depth tours of both front-of-house and behind-the-scenes exhibits for distinguished guests and special donors.
- Assisted in training and assessing new Guest Services employees
- Communicated effectively with teammates regarding scheduling, work updates, and day-to-day activities at the aquarium.

### STAGE MANAGER

UTEP Dept. of Theatre and Dance - El Paso, TX

July 2016 to June 2018

- Organized and maintained various theatrical productions and events.
- Ran production meetings, took extensive meeting minutes and event reports.
- Scheduled all meetings, fittings, rehearsal times for as much as 73 company members.
- Established and maintained communication with all production members of each event or show.
- Assisted with set-up and strike of all production elements of a show (lights, furniture, props, costumes, etc.)

### WRITING CONSULTANT

UTEP University Library - El Paso, TX

July 2015 to July 2018

- Revised over 600 individual papers a year, including multiple master's theses and doctoral dissertations.
- Organized and presented workshops on Essay Formatting, Thesis Writing, and Source Integration.
- Maintained knowledge of APA, MLA, and CMS formatting styles.
- Covered front desk when needed.

### UNDERGRADUATE TEACHING ASSISTANT

UTEP Entering Student Dept. - El Paso, TX

July 2014 to July 2015

- Assisted professor in day-to-day classroom activities.
- Engaged with entering students in a one-on-one meeting setting twice a semester.
- Prepared and execute three lectures each semester.
- Maintained lecture and projects notes for professor.

### RESEARCH ASSISTANT

Alpha Youth Leadership Academy - El Paso, TX

August 2013 to August 2014

- Worked with children ages 12-18 in an after-school program setting to hone various skills including public speaking, problem solving, and critical thinking.
- Assisted supervisor with establishing and executing daily activities and tasks including group meetings, individual exercises, and afternoon clean-up.
- Maintained various records including contact sheets, waver forms, event budgets, and classroom inventories.
- Coordinated various events including trustee dinners, luncheons, and our end-of-year showcase.

## SUMMARY:

Disciplined and rounded professional with experience in creative workplaces including theatres, museums, nonprofits, and tutoring centers. Proficient in problem solving, time management, attention to detail, and other necessary requirements of fast-paced working environments.

## EDUCATION:

**BFA in Theatre-  
Stage Management**

The University of Texas at El Paso (UTEP)

**Graduated May 2018**

## Academic Achievements:

GPA: 3.57, Cum Laude  
Liberal Arts Dean's List  
(Fall 2014 – May 2018)

## SELECTED SKILLS:

### 5+ YEARS:

Microsoft Office  
Problem Solving  
Public Speaking  
Scheduling  
Time Management  
Written Communication

### 3-4 YEARS:

Customer Service  
Event Planning  
G-Suite  
Project Management  
Research

### 2-3 YEARS:

Front Desk  
Databases  
Tessitura  
Trello

**REFERENCES AVAILABLE  
UPON REQUEST**