

Joseph Zapp

Columbia, SC | 843-802-3278 | josephazapp@gmail.com | www.linkedin.com/in/joseph-zapp

EDUCATION

University of South Carolina - Columbia, SC

December 2026

Bachelor of Science in Sport and Entertainment Management

GPA: 3.6

Honors and Awards: President's list (2025), Dean's List (Multiple Recipient)

RELEVANT EXPERIENCE

Cleveland Guardians - Cleveland, Ohio

May 2026–Present

Seasonal Fan Services Team Member

- Delivered exceptional customer service to fans at Progressive Field by resolving ticketing, seating, accessibility, and ballpark-related concerns in a fast-paced game-day environment.
- Utilized Microsoft CRM and ProVenue software to document guest interactions, manage customer accounts, process ticket transactions, and maintain accurate service records.
- Supported game-day operations at Fan Service Centers, the Fan Services Hub, and Junior Guards locations by assisting guests with digital ticket troubleshooting, memberships, wayfinding, and stadium information.
- Partnered with departments across the organization, including Ticket Sales, Security, Operations, and Retail, to deliver a safe, efficient, and memorable experience for fans.

Colonial Life Arena – Columbia, SC

August 2025–November 2025

Operations Internship

- Supported event conversions for concerts, comedy shows, and basketball games, including court changeovers, stage builds, chair layouts based off a CAD, and floor chalking to accommodate for 750-1,200 guests.
- Completed 520+ hours as the sole Operations Intern; operating lifts, drills, and power washers to maintain a safe, guest-ready venue.
- Performed maintenance and risk checks (seat repairs, ramp inspections, banner installs, hazard taping, loose railing fixes) to meet safety standards.

CSC (MLB All-Star Village) – Atlanta, GA

July-2025

Event Security Staff

- Provided security for Atlanta Braves nostalgic displays, including the 1991 Terry Pendleton NLCS ring and jersey and the 1995 Chipper Jones World Series jersey.
- Managed crowd control and access points during 40+ hours of 12-hour standing shifts in a high-traffic environment.

S.A.F.E. Management (College Football National Championship) – Atlanta, GA

January-2025

Event Security Staff

- Enforced venue safety protocols and crowd control measures for an event with over 70,000 attendees, ensuring a safe and organized environment throughout game day.
- Supported on-field postgame celebrations by providing security for players, staff, and media, while managing event flow and fan activities at Home Depot Backyard (6,000-person capacity).
- Demonstrated strong work ethic and reliability by working a 17-hour game day shift, contributing to a seamless and positive fan experience.

Safety and Security Services (Palmetto Bluff) – Bluffton, SC

September 2021–August 2025

Gate Guard

- Provided guest service and managed entry procedures for 2,000+ visitors per day, addressing questions and resolving concerns swiftly.
- Coordinated responses with law enforcement and security teams via radio, documented incident reports to support guest safety.

SKILLS

- Microsoft Office, Google Workspace, Microsoft CRM, ProVenue Ticketing Software