



# Joe Pompili

## Contact

---

✉ jpompili21@gmail.com

☎ 215-292-2404

📍 2240 Albright Ave.  
Abington, PA 19001

## Hard Skills

---

- Java
- C++
- Joomla
- Wordpress
- Microsoft Office Suite

## Soft Skills

---

- Efficient communication
- Project focused
- Multi-tasking
- Logical analysis
- Adaptability

## Education Background

---

- The Pennsylvania State University  
Bachelor of Science  
Information Science and Technology  
August 2023

## About Me

---

The 12+ years of accomplished, professional experience in the tourism & hospitality industry coupled with a B.S. in Information Science & Technology has outfitted me with a distinctive skillset. I am eager for a new opportunity within the technology industry where my complete perspective and capabilities can yield a shared growth.

## Professional Experience

---

Woodmere Art Museum | Director of Guest Services  
*2017 – Present*

Key responsibilities:

- Supervise and train staff of 6 guest service representatives on all museum standard operating procedures including the use of the point of sale system, advance ticketing system, membership database, and scheduling application.
- Oversee administrative actions and manage employee performance, which in turn helped the museum achieve a 4.7/5 star Google rating with nearly 500 reviews.
- Manage entire website projects for the institution to more accurately reflect our current affairs through intensive use of the Joomla Content Management System.
- Assisted with the creation of the museum's online store, increasing store revenue by 10% .
- Achieved a 100% satisfaction rating with the online store by shipping online purchases promptly in a secure fashion.
- Provide internal Information Technology support, monitoring and troubleshooting in-house software and programs to keep museum operations running effectively and efficiently.
- Collect and organize guest attendance figures.
- Ensure the front desk is equipped for day-to-day operations by staying within monthly budget restrictions.

Woodmere Art Museum | Guest Services Representative  
*2011 – 2017*

Key responsibilities:

- Answered 50-80 phone calls a day to assist guests with questions or issues regarding the museum and programming.
- Provided executive support to museum staff by managing communications and schedules.
- Sold admission tickets to visitors, seeing an increase in guests of nearly 2,000/year.

Modell's Sporting Goods | Sales Associate  
*2008 – 2011*

Key responsibilities:

- Provided end to end customer service support to shoppers throughout the store including in-depth product knowledge to support their purchasing decisions as well as a quick and efficient checkout process at the register.
- Managed seasonal product marketing campaigns by rotating stock throughout the store to optimize sales on in-demand items depending on the current seasonal trends.