



# Joe Pompili

## Contact

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## Hard Skills

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

## Soft Skills

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

## Education Background

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

## About Me

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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

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### 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.