

Jimena Ibarra

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EMPLOYMENT & EXPERIENCE

Ontario Tower Buzzers (MILB), Ontario, CA

Community Relations & Game-Day Promotion Crew Volunteer

July 2026 – Present

- Assisted with Community Relation events conducted at the stadium with supporting event set-up, participant engagement, logistics, and on-site execution.
- Supported the game-day promotion crew with event preparation, fan activations, promotional activities in between innings, and in-game engagement to enhance the overall fan experience.
- Collaborate with front office staff and event personnel, providing hands-on operational support with giveaways and proactively assisting with different department needs during both community and game-day events.

United States Golf Association (USGA), Los Angeles, CA

Marketing & Branded Events Intern

February 2026 – Present

- Support national trophy tour brand activations through pre-event research, run-of-show development, venue coordination, and logistical planning to execute high-impact fan experiences tied to championship events.
- Execute on-site event operations including branded booth setup, crowd flow support, vendor coordination, inventory management, and real-time fan engagement during games and large-scale sporting events.
- Capture event content and collect engagement data to compile post-event recaps, track performance metrics, and provide insights to strengthen future brand and fan experience strategies.

Universal Studios Hollywood, Universal City, CA

Admissions Host

November 2023 – Present

- Welcome and greet a minimum projection of 10,000 guests upon entry per day. Scan admission tickets at the main entrance to ensure tickets are valid. Assist guests with the biometric scan for entry. Advise guests and monitor the hand-stamp re-entry policy at entry and exit locations.
- Distribute literature including but not limited to: park maps and showing schedules of shows to guest. Promote and provide extraordinary guest service for both internal and external guests; answer questions, offer any information, and provide assistance in a courteous manner.
- Understand and demonstrate the proper use of safety practices and ensure department standards are maintained and safety policies for the park upheld.

USA Football, Los Angeles, CA

Event Operations & International Team Liaison

June 2025 – Present

- Supported event operations by assisting with setup/teardown, coordinating logistics (schedules, meals, transportation), and ensuring venue readiness across departments.
- Served as the primary liaison for the international junior Korea teams, facilitating communication, team movement, transportation, and dorm compliance to ensure a seamless experience.
- Contributed to fan engagement by executing fan experience activations and delivering high-level customer service throughout the event.

University of Southern California, Los Angeles, CA

Event Management Volunteer

March Madness 2025

- Organization and Inventory: Gathered shipments sent by the NCAA, inventory equipment, and distribution to designated areas including team locker rooms and media rooms.
- Practice and Game Days: Prepared the Galen Center for the arrival of NCAA staff and competing teams. Team check-ins, access management, and credential distribution to appropriate personnel.

Glendale Community College-College Corps, Glendale, CA

Student Customer Service Associate

August 2022 – June 2023

- Delivered fast, friendly, and knowledgeable service for routine question service complaints and supported customer service goals and enhanced relations through positive communication.
- Addressed inquiries, resolved customer issues, and managed customer relations while meeting and exceeding productivity goals by handling every interaction with top-notch customer service.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions while training new hires on products and services to best practice protocols to reduce process gaps.

Santa Monica Classic/ Beach, Santa Monica, CA

Student Volunteer

September 2019

- Provided customer service in registering runners while later guiding them to their location for preparation of the marathon.
- Spread good citizenship for the community by collecting over 100 bags of trash left on the beach.

Midnight Mission, Los Angeles, CA

Student Volunteer

December 2017 – 2019

■ Served those in need by giving time to provide essential support to guests and program participants in helping them take steps towards self-sufficiency.

■ Assisted with meal services by cooking and preparing to manage distribution of meals and giveaways.

EDUCATION & SKILLS

CALIFORNIA STATE UNIVERSITY LONG BEACH, Long Beach, CA

Master of Arts, Sports Management

June 2026

CALIFORNIA STATE UNIVERSITY LONG BEACH, Long Beach, CA

Bachelor of Science, Kinesiology – Concentrations: Sport Psychology and Leadership

January 2025

Glendale Community College, Glendale, CA

Associate of Arts, Kinesiology and Exercise Science/ Sports Coaching Certification

June 2023

American Red Cross Certificate: Adult and Pediatric First Aid/CPR/AED:

Credential ID: 01P2MKL

December 2024 – December 2026

SKILLS: Bilingual, Communication, Commitment, Intercollegiate Athletics, Minor League Teams, First Aid, Leadership, Customer Service, Team Collaboration, Time Management, Passionate, Performance Improvement, Kinesiology, Sport Psychology, Sports Management, Sports Coaching, Success Driven, Event Planning & Execution, Brand Activations, Sport Event Operations, Community Engagement