

Tyrese Marquis-Belfield

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EXPERIENCE

Season and Groups Sales Representative

November 2022 – August 2025

Philadelphia Phillies | Philadelphia, PA

- Served as the designated point of contact for over 400 premium full season and group ticket accounts. Responsibilities included renewing full season ticket accounts annually, executing ticket exchanges and additional ticket requests, working with group leaders to organize the best gameday experience for their groups that range from 25-1,000+ people, and keeping all clients updated with their account status as well as events happening at Citizens Bank Park.
- Assisted our department manager in coordinating over 20 customer care events throughout the year. Assistance included accompanying walkthroughs of events, gathering RSVPs, and advising on event details and communications.
- Oversaw members of our sales associate program who worked our Premium Sales desk on various game days throughout the season.
- Coordinated any potential new business between the Phillies and prospects who expressed interest in season, group, or individual tickets while upselling ticket packages to existing clients to maximize ticket revenue and fulfill sales goals.
 - Independently generated over \$5,000,000 worth of season ticket sales during this time. This consisted of new full season ticket sales, partial season ticket upgrades, and season ticket additions.

Sales Associate

October 2021 – October 2022

Philadelphia Phillies | Philadelphia, PA

- Handled any of the 9,000+ Phillies season ticket holder accounts that contacted our inbound sales office line or my desk line directly while also contributing to 500,000+ group ticket sales. Services included proposing the best ticket options for their outings, applying money/credit to their balances, and fulfilling ticket relocation requests.
- Worked at the ballpark's suite/club concierge desk where I assisted premium members with any issues or inquiries they had during the game. I also walked through various suites and hospitality areas, ensuring the areas were presentable and prepped with catering while introducing myself as a point of contact to guarantee the group's night/event was successful.

(Game Day) Premium Services Host

June 2021 – September 2021

Philadelphia Phillies | Philadelphia, PA

- Worked all Philadelphia Phillies home games among other events that their stadium, Citizens Bank Park, hosted.
- Responsibilities included overseeing various sections of the stadium's suite and upscale club areas, monitoring the hundreds of guests in my assigned sections by maintaining a family-friendly environment, and assisting all guests with any questions or concerns they may have had about the stadium, their seats, or anything else regarding their experience.

EDUCATION

Temple University

August 2018 – May 2021

Klein College of Media & Communication | Philadelphia, PA

- Bachelor of Arts in Communication Studies
- Minor in Sports Management from the School of Sport, Tourism and Hospitality Management

ACTIVITIES & AWARDS

Bishop's Scholarship Award Winner, (2013)

University Scholarship, (2016)

Rochester Institute of Technology Dean's List, (2017)

Member of the Pi Lambda Phi fraternity, (2020)

Member of the Pi Lambda Phi fraternity Judicial Board, (2021)

SKILLS

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| • Interpersonal skills and communication | • Microsoft Office Suite |
| • Customer service/relations | • ProVenue Ticketing Platform |
| • Strong sales acumen | • Customer Relationship Management (CRM) Systems |
| • Prospecting and selling | • SAP Concur Expense and Spend Management Software |
| • Organization | |