

ALAINA GWIN

Cell: (614) 318-5183 | alainagwin@icloud.com | www.linkedin.com/in/alaina-gwin

WORK EXPERIENCE

AUGUSTA NATIONAL GOLF CLUB

Augusta, GA

Masters Tournament Operations Intern

September 2024 – May 2025

- Collaborated directly with the Director of Masters Tournament Operations and the Tournament Headquarters team to plan, execute and review the Masters Tournament and ensure organizational standards are met.
- Improved and reworked documents, processes and efficiencies throughout the department, implementing new practices at all levels to increase effectiveness and proficiency.
- Assisted in coordination of vendor management, including scheduling, procurement and on-site administration, to deliver essential services such as parking and shuttles, player and family support resources, equipment rentals and event-specific infrastructures (signage, patron seating, etc.), culminating in a successful Tournament operation.
- Supported and aided in administration of childcare operation for Masters Tournament players by facilitating communication between the venue, childcare provider, families and Tournament Headquarters and assisting with planning and on-site administration for 40 unique children and a total of 145 daily participants.
- Supported Augusta National Member-led Tournament Committees by facilitating tasks and taking detailed meeting minutes to support follow up action items relating to the Tournament.
- Managed credentialing, access control and data organization for a group of 500+ Tournament employees supporting the parking and shuttle operation.
- Created and distributed both internal and external documents and detailed event maps using Adobe Illustrator, InDesign and Photoshop, ensuring accuracy and clear brand identity in all communications related to the Masters Tournament.
- Supported multiple teams on ad hoc projects across different organizational departments, maintaining flexibility and ensuring all needs are met efficiently.

LOS ANGELES RAMS

Thousand Oaks, CA

Football Operations Fellow

July 2022 – June 2023

- Traveled with operations staff, in advance of the team, to all road game destinations to prepare for and coordinate all accommodations and transportation needs prior to the team's departure and arrival. Met with hotel management teams, sales and banquet managers, security, operations, airport grounds crews, FBO operations staff, NFL stadium operations teams, among others.
- Supported team operations during home games at SoFi stadium, managed team movements, coaches' needs, stadium logistics, gameday presentations and catering.
- Assisted in setup, execution and teardown of annual Rams Training Camp, hosting 50,000+ fans and 500 team guests.
- Created and managed organization-wide staff rosters to account for and designate travel status for 150+ team personnel across 10+ departments. Oversaw the entry, maintenance and upkeep of team data for over 450 users in Teamworks team management software.
- Coordinated weekly credentials and accommodations with NFL teams for Rams Advance Pro Scouting Staff.
- Operated as the main point-of-contact for the Rams Family Organization (RFO), consisting of the Rams' 100+ team personnel's significant other individuals. Managed all RFO communications and served as the main gameday liaison for all RFO members and guests for entrance, accommodations and post game events.

OHIO STATE FOOTBALL

Columbus, OH

Football Operations & Recruiting Assistant

May 2017 – June 2022

- Assisted in planning and executing 50+ Official and 400+ Unofficial Recruiting Visits annually, handling travel logistics, mailings, game tickets, itineraries and managing personal data in JumpForward.
- Utilized Microsoft Office and Adobe InDesign to create comprehensive recruiting visit itineraries for each visitor.
- Lead the organization and completion of relevant NCAA-mandated post-trip compliance paperwork and worked with the Ohio State Athletics Compliance Office and Recruiting Staff to ensure that NCAA and institutional guidelines were met.
- Prepared Workday Expense Reports, reconciled staff purchasing cards and processed reimbursements.
- Helped organize the team's annual summer football camps, managed vendor contracts, registration and event setup, execution and teardown for 600+ campers.
- Organized sensitive staff and family data for flight manifests, coordinated with Operations, Charter Team and TSA for away game and bowl game travel.

EDUCATION

THE OHIO STATE UNIVERSITY, *College of Education and Human Ecology*

Columbus, OH

Bachelor of Science in Education, Major: Sport Industry

August 2022