

Chad R. Lovitt

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PROFESSIONAL EXPERIENCE

Assistant General Manager / Director of Event Operations

Roger Dean Chevrolet Stadium, January 2025 - Present

Miami Marlins/St. Louis Cardinals, January 2025 - Present

- Lead and manage a team of 200+ full-time, part-time, and seasonal staff across event operations, parking, guest services, and security functions.
- Oversee all stadium entry points and access control procedures to ensure safe, efficient fan flow during high-capacity events.
- Direct public safety and security operations, including coordination with law enforcement, officer staffing, EMS partners, and emergency response planning.
- Supervise event day logistics including fireworks operations, crowd management, and facility readiness.
- Drive revenue growth through sales of group packages, season tickets, and corporate partnership programs.
- Manage fan experience initiatives and service standards; oversee guest relations program and resolve fan feedback, complaints, and service recovery cases.
- Collaborate cross-departmentally with marketing, promotions, and baseball operations to execute high-profile events and theme nights.
- Support hiring, training, and development programs that enhance staff performance, culture, and guest service excellence.
- Optimize operational processes to improve efficiency, guest satisfaction, and event execution quality.
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Certified Teacher

Miami-Dade County Public Schools, February 2018 – July 2022

School District of Palm Beach County, August 2022 - Present

- Planned and designed standards-based lessons for diverse groups of learners.
- Implemented daily lessons with multiple modalities to target various learning styles.
- Collaborated with administrators and fellow teachers on classroom policies, management strategies, and discipline.
- Improved classroom management techniques to enhance class morale and engagement.
- Participated in school district meetings and parent-teacher conferences to provide insight into student progress.
- Served as boys' baseball and basketball coach, as well as girls' softball coach.

Vice President of Ticket Sales

South Carolina Stingrays, October 2017 – December 2017

- Developed new ticket packages and sales plans to increase revenue and attendance.
- Trained and led Account Executives on sales strategies and customer service to enhance sales revenue and retention.
- Generated new leads for Account Executives.

General Manager

Florida Fire Frogs (Single A Atlanta Braves), January 2016 – April 2017

- Implemented new marketing and sales strategies, increasing team sales and attendance by 41% in April and May.
- Introduced new revenue streams and enhanced fan experience through initiatives such as 50/50 raffles, group photo opportunities, and additional amusements.
- Managed and motivated a staff of 60+ employees, including hiring, training, and scheduling.
- Built positive relationships with local vendors and negotiated better prices for team expenses.
- Contributed to the creation of promotional and theme nights to boost attendance and fan atmosphere.
- Guided the complete rebranding of Osceola County Stadium exterior.

Assistant General Manager

Brevard County Manatees (Single A Milwaukee Brewers), October 2012 – January 2016

- Established the #1 group sales team in the Florida State League for three consecutive years, achieving significant increases in various ticket sales categories.
- Motivated and incentivized sales staff, personally achieving over \$650k in total sales.
- Incorporated national sponsors into successful partnerships, bringing ROI to both organizations.
- Managed and motivated a staff of 40+ employees, including hiring, training, and scheduling.
- Increased merchandise revenue through new strategies in-store and online.
- Ensured the park was in excellent operational condition for fan safety and enjoyment.

OTHER WORK EXPERIENCE

Brevard County Manatees

Director of Ticket Sales (January 2012 – October 2012)

Box Office Assistant (January 2011 – July 2011)

Bowling Green Hot Rods

Box Office Manager (July 2011 – September 2011)

LICENSES

Public Notary, State of Florida

Commissioned Notary Public, current

EDUCATION

Bachelor of Science in Sport Management, Florida State University, Tallahassee, Florida - May 2010