

# Nick Bombicino

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## ADMINISTRATIVE AND SERVICE EXPERIENCE

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| Aug '18-Present  | <b>Apple, Inc.</b><br><i>Technical Specialist</i>  | New York, NY |
|                  | <ul style="list-style-type: none"><li>• Troubleshoot technical issues across all iOS devices</li><li>• Foster the development of positive relationships with new and old Apple users alike.</li><li>• Manage check-in process for and create appointments for walk-in and book-from-home customers</li><li>• Provide skill tips and education opportunities for customers on their devices as the need arises</li><li>• Support the on-floor activities of the store as needed</li></ul>   |              |
| June '18-Present | <b>Eramuse Productions</b><br><i>Assistant, Production assistant and coordinator</i>   | New York, NY |
|                  | <ul style="list-style-type: none"><li>• Research potential venues, entertainment individuals, and opportunities as projects arise and prepare pitch materials</li><li>• Assist with coordination of social media and website maintenance</li><li>• Provide organizational, administrative, and purchasing assistance</li><li>• Support communication, outreach, and scheduling as needed</li></ul>   |              |
| Feb '18-May '18  | <b>Manhattan Prep</b><br><i>Associate Manager of Student Affairs</i>   | New York, NY |
|                  | <ul style="list-style-type: none"><li>• Manage a team of service representatives including hiring, training, coaching, mentoring, scheduling, and reviews</li><li>• Coordinate and send student alerts for class cancellations and changes</li><li>• Manage various administrative pieces of the tutoring program including instructor availability, waiting list estimates and upkeep, and general process and procedure</li><li>• General Student Service support and escalation of cases and front line supervision</li></ul> |              |
| Oct '16-Jan '18  | <b>Manhattan Prep</b><br><i>Student Services Associate</i>   | New York, NY |
|                  | <ul style="list-style-type: none"><li>• Answer phone calls and emails from prospective and current students</li><li>• Advise clients as to their best course of action and how to maximize their test preparation experience and analyze trends</li><li>• Customer service and fulfillment activities</li><li>• Staff in-person and online trial classes and preview events</li><li>• Take client payments and assist with account reconciliation</li></ul>  |              |
| Dec '13-Jul '14  | <b>Locanda Verde</b><br><i>Lead Host</i>   | New York, NY |
|                  | <ul style="list-style-type: none"><li>• Make and maintain reservations through Open Table</li><li>• Greet, seat, and thank guests as the first face of the restaurant</li><li>• Inform servers, kitchen staff, and managers of guest statuses of interest</li><li>• Facilitate coat check</li><li>• Liaise with Greenwich Hotel front desk and staff to facilitate reservations for hotel guests</li><li>• Interact with and liaise with high-end clientele on a daily basis</li></ul>   |              |

Aug '10-Jun '12	<b>New England Youth Theatre</b> <i>Administrative Assistant</i>	Brattleboro, VT
	<ul style="list-style-type: none"> <li>• Manage student registration, mass emailing, interact with members of the public, handle student registration and initial building rental inquiries.</li> <li>• Front of house responsibilities (ticket sales, etc.), weekly deposits, assist with financial aid allocation.</li> </ul>	
2005-2008	<b>Vermont Artisan Designs</b> <i>Sales Associate</i>	Brattleboro, VT
	<ul style="list-style-type: none"> <li>• Execute point of sale customer service, handle sales inquiries, gift wrapping.</li> <li>• Perform tuxedo fittings and assist in the management of tuxedo rentals and shipping.</li> <li>• Assist in planning and running of monthly Gallery Walk open house events.</li> </ul>	

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## OTHER EXPERIENCE

Dec '13-Present	<b>Actor, Actors Equity (AEA)</b> <i>Various companies in NYC and regionally. Actor, Music Director. Theatrical resume available upon request.</i>	Various
Dec '13-Present	<b>Freelance Sheet Music Transcriptionist</b>	New York, NY
	<ul style="list-style-type: none"> <li>• Use Sibelius music notation software to transcribe new music and edit or arrange existing music for publication, performance, and practice.</li> </ul>	
Dec '13-Present	<b>Freelance Transcriptionist, Various and Comedy Central</b>	New York, NY
	<ul style="list-style-type: none"> <li>• Used Express Scribe for verbatim transcription of video interviews.</li> </ul>	

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## EDUCATION

<b>Ithaca College; Ithaca, NY</b>	May 2010
Bachelor of Arts, Majors: Drama and Italian Studies, <i>Magna Cum Laude</i>	
<ul style="list-style-type: none"> <li>• Deans List 8 semesters, Overall GPA: 3.870</li> </ul>	
<b>Birmingham School of Acting; Birmingham, UK</b>	December 2013
Master of Arts with distinction, Acting: The British Tradition	

## ACTIVITIES AND HONORS

- Member: Phi Kappa Phi Honor Society
- Musical Director: IC VoiceStream, co-ed a cappella; Sept. 2007-May 2009 (member 2005-2010); Lead rehearsals, taught arrangements, arranged songs, managed concert programming, CD recording/producing
- Treasurer: IC VoiceStream, co-ed a cappella; Sept. 2006-May 2007; Finance management, budget proposals, reimbursements, some fundraising experience.

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## SKILLS

**Technology and systems:** Desk, Microsoft Office (Word, Powerpoint, Excel), Open Table, FileMakerPro, Sibelius music notation software Familiarity with Logic audio editing software, Final Cut Express video editing software, Adobe Photoshop, Ticket Turtle online ticketing software, varied point of sale interfaces.

**Languages:** Some conversational Italian, French, and American Sign Language.

**Musical Instruments:** Piano, vocalist, tuba, ukulele, percussion, some trombone.

Theatrical resume upon request.