

ROBERT SMITH

Conference Manager

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To obtain a Conference Manager position for an organization to utilize industry experience, as well as organizational, management, and communication skills. Willing to travel up to 100%.

EXPERIENCE

Conference Manager

The Thayer Hotel At West Point - JANUARY 2013 - 2020

- Assigned projects and groups for a variety of meetings, conferences, workshops, room blocks and sports teams.
- Ensured all logistical details including room set-up, audio visual, transportation, guest rooms, and food and beverage for meetings are planned efficiently and effectively.
- Planned high-level, detailed government and military conferences and seminars.
- Participated in the strategic planning process for all meetings and events to ensure continual improvement and quality customer service.
- Monitored timelines for multiple events.
- Developed and maintained relationships with repeat clients by showing enthusiasm and strong customer service skills, which resulted in clients returning for future events.
- Produced highly detailed Banquet Event Orders and Event Resumes to assist the operations departments in executing successful events.

Conference Manager

Delta Corporation - 2012 - 2013

- Member of a team specifically designed to manage conferences and camps hosted by Miami University during the summer Planned and executed 5.
- Assisted with executing all 40 summer conferences, the biggest being 3,000 people Interviewed, hired and training 30 bell desk employees Skills.
- Managed all assigned accounts to create a unique meeting experience at the Tarrytown House Conference Center.
- Planned and serviced all aspects of the conference programs, including food and beverage, entertainment, accommodations, conference space logistics.
- Planned a minimum of 150 meetings per year ranging from 10 to 200 people.
- Acted as liaison between Conference Center and corporate groups to provide the highest level of service.

- Worked with the CEO in producing an executive-level event that grew from 200 attendees to 700 attendees for the high-tech industry.

EDUCATION

- Bachelor of Science in Sports- 2008(Johnson & Wales University - Providence, RI)

SKILLS

Customer Service, Events - Planning & Execution.