

Objective

A highly motivated management professional with an in-depth knowledge of the hospitality industry and extensive experience in directing all aspects of hotel and restaurant operations. Proven ability to identify financial growth opportunities while also maintaining superior customer service levels.

Skills

Microsoft Office, Photoshop, Wordpress, HTML.

Work Experience

Sr. Conference Manager

ABC Corporation - March 2011 – June 2015

- Coordinated and marketed the International Water Conference(IWC), an annual industrial water conference occurring out of state each November.
- Managed over 300 industry experts and engineers to coordinate and create a technical program.
- Organized tradeshow sales and booth placement for the IWC and PA Brownfields Conference.
- Developed social media content for the society and three conferences across Twitter, LinkedIn and Facebook.
- Wrote e-mail blasts using MailChimp templates for the IWC and PA Brownfields Conference.
- Hosted webinars to promote the conference and monthly meetings with the IWC committee.
- Provided support for other programs in the society.

Conference Manager

Delta Corporation - 2010 – 2011

- IACC Conference Center.
- Compose daily work schedules for conferences, including pre-planning, hosting and managing departed groups.
- Provided clerical support for staff; Typed correspondence, and filed materials efficiently and accurately.
- Helped plan and execute larger conferences.
- Provided and ensured accommodations for clientele visiting the campus for special events.
- Served as lead and primary liaison for vendors, speakers, and delegates of international and state-wide association conferences and trade shows.
- in Wellton Elephant Hotel - planning work schedules and checking client requirements - addressing customer complaints, comments, and inquiries -.

Education

Masters of Arts in Mass Journalism & Communication - (POINT PARK UNIVERSITY - Pittsburgh, PA)