**Pamela A.G. Jahier**

**Senior Manager - Accounts Management| Event Experience| Client Relationships**

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Sophisticated leader of high value and complex annual conferences, galas, and trade shows for Fortune 100 organizations. Savvy strategist and analyst in creating, designing and managing events to meet clients’ objectives. Consistently exceeds expectations utilizing expert skills and knowledge of logistics, planning, budgeting, service contracting, and marketing communications. Passion for building, motivating, and mentoring cross-functional teams to deliver results. Passionate about service and cross cultural interaction. Invaluable ability to connect and bond with clients, creating long-term, successful relationships. Expert management and diplomacy across various business sectors that result in dependable levels of professionalism. Constantly strives to improve processes and develop innovative solutions. Excellent communication skills across all platforms, delivering the highest level of service.

***Area of expertise include:***

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| --- | --- | --- |
| * Strategic Analysis * Multilateral partnership | * Competitive Research & Analysis | * Event Production * Budgeting |
|  | * Account Management | * Project Management |
| * Sales Forecasting & Resource Allocation * Strategic Communication and contract Negotiations * Event marketing strategies | * Team Leadership & Training * Event technology | * Creative staging Design * Vendor Sourcing * Proposal and presentation |

***Technology:*** Microsoft Office, Team 365, SharePoint, CRM, Sales Force, Ci-TY, Social Media, Research engines, Compass, Navigator, Adobe applications, Social Tables, Amadeus I.Plan

***Languages:*** English (Native), French (Native), Creole (Native), German (Speaking), Spanish (Beginner)

**Professional Experience**

Presentation Services, LLC (PSAV)• Washington DC •2013 to Present

*Leading full-service event technology provider in the global audiovisual and event technology services industry.*

**Events Technology Senior Sales Manager** • (2016 to Present)

Direct projects for large events and conferences at major hotels, helping planners find unique ways to enhance attendee experience and engagement through technology. Manage feasibility, scope, planning, resource allocation, budgeting with an analytical approach. Train, develop, and manage teams to drive sales programs, identify prospects and leads and proposal creation. Assist with business plan execution, oversees quality and success of event delivery and monitor customer satisfaction metrics.

***Key Contributions:***

* Develop and maintain relationships with customers, partners, hotel personnel, and internal departments.
* Ensure projects are delivered on-time, under-budget and in alignment with customer vision and mission.
* Pipeline 2016-2019: 19 Million dollars
* Advise clients on communications strategy and campaign, brand messaging, and impact through technology solutions.
* Put in place new strategies, technologies, process improvements, and create new service offerings through collaborative approach.
* Design and conceptualize of event staging
* Act as a consultant of event experience by customizing event meeting design/format to targeted audience.
* Focus and expertise of large annual meetings (350-+3000PPL)
* Training, development and management of sales team
* Top performer in Mid-Atlantic region: Ranked in top 20 nationally, sales blitz 2018 winner and top 3 regionally in sales for 2015, 2016, 2017, 2018, 2019.

***Key Accounts:*** The National Governors Association, The World Bank, Appian, AAMC, JDRF, American Bar Association, AIPAC, Symantec, Bluebeam, SMPS, School Nutrition Association, Mary Center, The Executive Leadership Council,

**Events Technology Sales Associate (J.W Marriott Hotel)** • Washington DC•(2013 to 2016)

Coordinated and supervised event logistics with hotel meeting planners and committees to plan project scope, manage budgets, review procedures, forecast sales, and report milestones. Participated in sales forecasting and pre-convention meetings. Managed customer survey data, accounting functions, and insurance for key accounts.

***Key Contributions:***

* Effectively and strategically engaged multilateral cooperation/negotiation across platforms, resulting in better communication strategies, revenue gross and event success rate
* Promoted to senior sales manager for driving sales from $1.8MM to $4.7MM during tenure.
* Actively improving communication strategies and team collaboration
* Proactively assisted regional leadership team on Client Relationship Management

Swank Audio Visuals LLC• Washington, DC • 2005 to 2013

*Now part of PSAV, provider of event technology services for hotel, resort and conference center industry.*

**Office Manager** *(Grand Hyatt Hotel, Fairmont Hotel, Mandarin Oriental Hotel)*

Oversaw front office, scheduling, expense reports, bookkeeping, purchasing and procurement. Managed budgeting, forecasting, and P&L. Produced materials for meetings and conventions and managed major accounts.

***Key Contributions:***

* Developed long term relationships with corporate office and hotel, as chief liaison.
* Created business solutions and implemented new policies and procedures that improved processes.
* Awarded Best Employee, Mid-Atlantic Region.

**Additional Experience**

**Translation Project for Solar Light Electric Fund,** Chosen among 1000 applicants for World Bank project

**Public Relations Officer & Executive Assistant to General Manager,** Paradise Cove Hotel, Mauritius Island

**Public Relations Officer Internship,** Casa Florida Hotel, Pereybere, Mauritius Island

**National mailing campaign Internship,** Mauritius Broadcasting Corporation,

**Education & Honors**

**Political Science & Communication**

University of Maryland University College, Adelphi, MD

Honors Roll

**International Relations & Foreign Languages**

The American University - School of International Service, Washington D.C

**Honors**

International Honor Society For the Social Sciences (2017)

The National Society of Collegiate Scholars (2016)

The National Society of Leadership & Success (2015)

Alliance Française Award (2000)

**Training**

Leading a Service Culture, Conflict Management, Art of Management

Sales & Leadership, Cyber Security (Full training transcripts available)