

MARNIE ROBINSON

CONTACT

PHONE: (513) 265-6231

EMAIL: marnielane@gmail.com

LINKEDIN: www.linkedin.com/in/marnie-robinson-88504691

SKILLS

- Maintaining Authentic Connections
- Team Management & Leadership
- Creative Thinking & Problem Solving
- Attention to Detail
- Organization & Accuracy

SYSTEMS

- Salesforce
- Amadeus, Delphi.FDC & OnQ
- Meeting Matrix & Social Tables
- Microsoft Office Suite
- Ruby, HTML, CSS & ActiveRecord

ACTIVITIES

- Committee Member – VR Epic Promise, Sustainability Team 'Project Zero'
- Volunteer – Friends of Breckenridge Trails
- Meeting Planner International (MPI) Member
- Resident of 'Homestead' Co-op in Granville, OH (student run community focusing on ecological sustainability)
- Intern at The Works: Ohio Center for History, Art & Technology in Newark, OH (glassblowing design/demos)
- Attended Wells College International Program in Florence, Italy 2005
- Established and implemented recycling program at Wyoming High School in Wyoming, OH

EDUCATION

DENISON UNIVERSITY June 2006

Honors Program, Magna Cum Laude, B.F.A.

WORK EXPERIENCE

VAIL RESORTS, Summit County, Colorado

Conference Services Manager 2016-2020

Assistant Banquet Manager 2014-2016

Senior Conference Services Coordinator & Assistant 2012-2014

- Planned and coordinated HC3's annual 'Party for the Planet' event
- Serviced seven individual properties with four general managers and three different operations teams
- Created and updated group resumes, banquet event orders, and room set diagrams while acting as a liaison between meeting professionals and operational departments
- Provided accurate forecasting and surpassed quarterly revenue goals
- Elevated the event experiences for Vail Resorts' Executive Committee's meetings and ski trips
- Upsold meetings and social events while executing client requests
- Welcomed and coordinated group arrivals, departures, rooming lists and VIPs
- Managed operational team of over thirty, trained and coached new team members
- Coordinated lift ticket orders, lessons and equipment rentals
- Oversaw guest billing and settled payment disputes

GREAT WESTERN LODGING, Breckenridge, CO

Lead Sales 2007-2010

- Maintained the highest individual sales each season while providing excellent guest service
- Handled daily office tasks, i.e. customer correspondence, homeowner relations, front desk reception
- Initiated and executed filing system for concierge info., including designing welcome packages for guests
- Trained all new office employees from 2008 onward

RAPID IMAGE PHOTOGRAPHY, Idaho Springs, CO

Manager/Sales/Photographer 2003-2007

- Produced and sold photo packages for rafting trips, races, and snowmobile tours
- Successful in working within rigid time constraints to deliver products to outfitters, ensuring quality service and satisfied clients
- Managed marketing, retail displays, and website updates
- Administered staff payroll for nine employees, bank deposits, cash management, and financial results
- Handled staffing schedules, employee hiring, training, and critiques
- Supervised the maintenance and setup of onsite equipment, while troubleshooting and providing technical support