
MARIA SALEM

PROFILE

Customer Experience Manager for a nightlife application with background in Events and Wedding Coordinating. Current expert in venues and events for nightlife. Prior experience with special events including art gallery openings, tech events, large scale corporate events, weddings, film festivals and nightlife events.

EXPERIENCE

CUSTOMER EXPERIENCE MANAGER, TABLELIST, BOSTON, MA – 2013-2017

2013 Promotional Events (contractor):

Manage (staff, execute, report) for feature launch events

2015 Customer Experience:

B2B and B2C support with sales, client bookings and technical issues (iOS, Android, Web)

2015 Customer Experience Manager:

Client bookings/sales

B2C B2B support - bookings/refunds, inventory, event details & technical issues (app, admin app and website)

Report/Track to Product & Devs (issues/improvements)

Feature development & implementation with Product (iOS, Android, Web)

Campaigns: Sales, Membership, New features, Events

User education, growth and retention

Assist Community Managers - daily tasks, membership events

Coordinate events day of with Director of Events

Upload/Track events/artist/venue content to featured section

EVENT MANAGER, HAVAS STREET, BOSTON/MIAMI – PROGRAM JUNE-OCT 2015

Brand Ambassador for Aquahydrate> Event Manager for Oct. conference in Miami

Event set up, execution, inventory, staff, budget and administrative needs

Marketing reports: consumer feedback, leads, samples distributed and social proof

WEDDING COORDINATOR, BLUE IVY, BOSTON – SEASONAL JUNE-SEPT 2015

Day of Coordinator for Boston and New York based Weddings

All elements of production timeline: Staff, setup, ceremony, reception, guests, wedding party

Venue leads coordinator for clients

FREELANCE EVENT COORDINATOR, BOSTON, MA – 2013

Design, scheduled, staffed Photoshoots & Commercials for 6 start ups

Accommodations, booth setup & design, brand materials, staff and day of itinerary (including meetings and media interviews) at CE Week in New York and CES Las Vegas

Decor and Day of execution at UMASS Lowell for TEDx event

EDUCATION

MIDDLESEX COMMUNITY COLLEGE, BEDFORD, MA- BUSINESS 2010-2012

QC SCHOOL OF EVENT & WEDDING PLANNING – CERTIFICATE, 2010

Blue Ivy, Curtis Knight Entertainment, Events Society, Ivy Connect, TEDx, Oculus, Google, CES Las Vegas, CE New York, Tribeca Film Festival, REVOLT Music Conference at Fontainebleau and Tablelist