***Sarah F. Emerson***

120 N.E. Palmblad Drive, Gresham, Oregon **503-666-5912 (H)**

**775-971-8248 (C)**

***Profile***

Excellent Office Manager, Administrative Coordinator, and Marketing Assistant with in depth computer skills as well as internal and external customer service experience. Fluid intelligence powered by a detail-oriented persona and framed within industrious multi-tasking skills.

***Highlights***

* Maintain 200+ intricate file logs for all verbal and written correspondence both incoming and outgoing for FBI, US Military, International Clientele, and CEO.
* Controlled all scheduling for meetings, appraisals, site visits, and crew dispatch for 150+ contracts monthly.
* Processed 15-20 private events daily from original bid design, consultations, staffing, interior event design, vendor communiqué, invoicing, billing, and event conclusion summaries.
* Outlined weekly schedule for 30 employees on 7 day workweek with two staggered shifts computing labor cost, analysis to integrate into weekly P/L forecast for Vice President of Operations.

***Education***

University of Nevada – Reno

Bachelor of Arts – English Literature

Bachelor of Science – Criminal Justice

Special Topics in Legal Writing, Business Writing, and Legal Research

***Operating Style***

Affable, versatile, and eloquent professional with impressive qualifications cumulating in a valuable team player open to new experiences and adept at completing any task in an expeditious and thorough manner. Dynamic personality that embraces challenging projects and is well qualified to not only work under intense time constraints, but exhibits seasoned savoir-faire when the clock is ticking.

***Related Skills***

Word Perfect – MS Word – MS Excel – MS Outlook – MS Publisher – MS PowerPoint – Swift Publisher

iWork 09 – Adobe CS3 – Multiple ISPs – QuattroPro – Quick Books – 10 key by touch – 60 wpm typing speed

Multi-line phones (14 lines/100 extensions) – PDA data link programs – POS systems

All traditional office machinery – UPS, Postmaster, PostTrac

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*Siena Hotel Spa Casino December 2009 – May 2011*

Title: **Catering Coordinator**

* Was in charge of reorganizing the Catering Department by initially designing and implementing a standardized format for initiating new contracts and guaranteeing fulfillment of expectations for reoccurring contracts for service.
* Created a positive and symbiotic relationship with the Banquet Department via the Banquet Manager using weekly meetings, open sharing of information between the Sales, Catering, and Banquet departments, and actively applying relevant suggestions to insure a more streamlined execution of events.
* Created updated and accurate event menus for both the hotel and Harrah’s Automotive Museum to insure accurate sales and provide clientele with current options for their events.
* Put into practice the guidelines for contract fulfillment both on the side of the hotel and the part of the clients, resulting in a decrease in outstanding A/R balances by 300% within the first 30 days of my employment.
* Initiated relationships with suppliers for event décor and specialty services creating an innovative and original source of income for the department in the form of referral percentages and repeat contract incentives.
* Launched new business relationships, contracted, designed, and executed sit down events for upwards of 600 guests through national event brokers, worked with the Historical Society on fund raising cocktail events for 1500+ guests, and developed a continuing event contract with three sororities at UNR and two national branches resulting in added monthly revenue of $11,000.

*The Caring Place September 2008 – September 2009*

Title: **Administrative Coordinator**

* Co-created with Development Director major fundraising event, “Dancing With The Las Vegas Stars – A Battle Against Cancer,” partnering with 5 national charities to raise funds and awareness
* Maintained existing website; implemented new functionalities : Project Manager for database conversion from single user hard lined database to online progressive system
* Conducted analysis of monthly financial expenditures; provided reports to BOD for review
* Coordinated training and scheduling of volunteers
* Created new collateral marketing materials for donors and board members using Adobe Creative Suite and Microsoft Publisher
* Redesigned and produced monthly newsletter in e-format, reducing monthly paper format costs by $5K: responsible for creating and utilizing relationships with vendors and local markets to garner support and resources
* Researched grant availability and requirements; designed and formally submitted grants for substantial funding to Susan G. Komen for the Cure as well as Clark County funding offices
* Managed three tier fundraising platform for organization. Designed and executed quarterly dinner and luncheon events for BOD and donors

*Stratosphere Hotel and Casino November 2005 – May 2008*

Title: **Specialty Room Server**

* Create Welcoming atmosphere for clientele.
* Use extensive wine and food knowledge to guide guests through the menu insuring the best possible dining experience.
* Maintain friendly relationships with co-workers and strive to be the best fine dining server on staff.

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*The Top Restaurant and Nightclub January 2004 – June 2005*

Title: **Restaurant Manager and Maitre D**

* Increased reported sales by 400% within 30 days of assuming managerial role. Widened marketing base for nightclub resulting in our club hosting profile musical entertainers post concert events.
* Responsible for timely completion of weekly schedules, P/L reports, and forecasts to be presented to Vice President of Operations at weekly F&B meetings.
* In control of inventory for nightclub bar, wine cellar, and main kitchen, including monthly inventory reports, loss claims, and quarterly usage projections.
* In charge of all catering events involving the steakhouse, nightclub or use of both facilities; including menu design, price margins, billing, room enhancements, and staff.
* Deftly designed renovated wine list of 100+ bottles (foreign and domestic) drawing on close professional ties to vendor representatives to garner the best prices as well as persuading them to fold new menu, wine list, martini list, and bar menu covers into incentive package for the facility.

*Tommy’s Chophouse/Michael Brother’s Steakhouse July 2001 – January 2004*

Title: **Assistant Manager/Fine Dining Server**

* Scheduled staff of 40, ran daily cash receipts and cost analysis for owner’s records.
* Worked closely with Executive Chef to create private party menus specifically directed at pharmaceutical clientele including Merck & Co. and Pfizer.
* Hosted private luncheons and dinner events for CEO’s of HEALTHSOUTH and Tahoe Pacific Medical Group.
* Greeted guests with a distinguished level of customer service. Acted as a guide for their dining experience with wine and entrée suggestions, verbalizing nightly features, reinforcing the 5 star reputation of the restaurant.

*ITS Global Relocation Services April 1995 – May 2000*

Title: **Executive Assistant**

* Handled all office scheduling and correspondence (letters, emails, inter-office memos, certified documentation to FBI) for CEO, Vice President, and dispatch teams.
* Solely responsible for all transmission of data to Pentagon, FBI relocation headquarters, and Global Orange HQ.
* Assisted salesmen with scheduling client meetings, creation of contracts, payment verifications, assignment of staff teams to relocations.