**Emily Anne Iovieno**

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**Objective:** To obtain a position offering challenging opportunities for a self-motivated, creative individual.

**Education:**

B.S. Sports, Entertainment, Event Management

Johnson & Wales University, Providence, RI-Graduate May, 2006-*cum laude*

Central Connecticut State University

New Britain, CT September, 2002-May, 2003

**Experience:**

**Whitney Manor Convalescent and Rehabilitation Home**

Dietary Aide, Rehabilitation Technician, Administrative Assistant November 09-present

* Worked with the Nutritionist to create meals appropriate to the dietary needs of each resident
* Maintained a highly efficient and clean work environment, meeting the standards of the Connecticut Health Department.
* Created monthly schedules for the Rehab department staff, in order to ensure that each treated patient received appropriate attention.
* Received calls and answered questions ranging from scheduling appointments to handling inquiries related to insurance coverage
* Implemented a new filing system, which ensured that all patient files were handled the exact same way, to avoid mistakes.
* Transported residents to and from their rooms, and treated each resident with the utmost respect and professionalism
* Multi tasked and also assisted with administrative duties that were needed in the nursing department when staff was short.

**One Key World, LLC**

Membership Services Representative March 08-July 08

* Acquired knowledge of Adobe Photoshop and Adobe In Design to create marketing materials
* Researched planned, and executed a successful luxury vacation to Chicago.
* Maintained an excellent customer relationship, and received positive feedback following the trip
* Attended site acquisitions trip to review each home in contention to ensure the furnishings were above par.
* Met with several Real Estate Brokers and conducted meetings in a polite and mutually beneficial manner
* Studied and applied the knowledge of the world to give educated advice to prospective travelers.

**Castle Hill Inn & Resort-*Relais & Chateaux Property***

Private Dining Sales Manager August 2006-October 2007

* Grew private dining sales by 3% from 2006 to 2007
* Brainstormed, and executed a holiday marketing plan to increase business throughout the shoulder and off seasons
* Maintained up to date reports including lost business, contracts due, and forecasting
* Responded to inquiries in a timely manner, and handled all phone/email inquiries based upon the “Signature Sales Process”
* Practiced effective time management skills by booking, detailing, and executing upward of 30-40 events per month
* Met with clients in person, and handled questions and concerns in a professional manner
* Delegated responsibilities to service staff
* Attended sales meetings, sales calls, and sales training, as routine professional development

**Newport Harbor Corporation**

Central Marketing Intern June 2006-August 2006

* Processed invoices pertaining to various marketing efforts, and coded them to their appropriate billing department
* Attended marketing/pr meetings with senior management at several corporation owned properties
* Contributed to the company by researching, and drafting a major marketing research report
* Collaborated with supervisors to assist with any duties considered priority during the internship period
* Demonstrated aptitude in using marketing tools such as survey monkey, and marketing database programs

**Napa Valley Grille**

Hostess October 2004-September 2005

* Managed front desk operations by receiving guest reservations, and to all other aspects pertaining to front desk organization and control
* Planned seating arrangements for busy service periods such as holidays
* Reconciled end of shift cash out receipts
* Controlled flow of restaurant during service hours
* Collaborated with restaurant staff to enhance the appeal of the restaurant through décor, promotions, and overall professional behavior
* Recruited and trained new employees

**P.A.P. Corporation**

Internship-Agionissi Resort- Amoliani Island, Greece July 2005

* Acquired understanding of international hotel operations through work in the Food & Beverage, Room Service, and Pool Bar departments
* Collaborated with peers to develop special events
* Designed menu items for poolside restaurant
* Demonstrated aptitude in international hotel operations by receiving certificate of internship completion

**Sage American Bar and Grille**

Hostess/Server August 2000-September 2003

* Managed front desk operations by receiving all telephone calls, and all other aspects pertaining to front desk control and organization
* Controlled flow of dining room during service periods
* Demonstrated confidence and organization in a high volume restaurant environment
* Planned seating arrangements for busy evenings and holidays
* Recruited and trained new employees

**Leadership**

* SHARP program, Johnson & Wales University
* National Honor Society, Johnson & Wales University

**Office Related Skills**

* Proficient in Microsoft Word, Excel, and PowerPoint
* Five years Spanish experience, two years Italian experience
* Strong ability to multitask and prioritize assignments efficiently

**Other Interests**

* Dancer
* Accomplished Flutist
* Fitness enthusiast