

Olivia Vega
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SUMMARY

Motivated and adept at collaborating within teams and working independently. Excellent communication and customer relations skills, coupled with a passion for overcoming challenges and a keen interest in continuous learning from experienced professionals in the field.

SKILLS

Management, Administrative Support, Client Relations, QuickBooks, HTML, CSS, Wordpress, Shopify, JavaScript, Bootstrap, Python, MySQL, Android Studios, Visual Studios, Microsoft Office, Figma, Adobe Dreamweaver, Adobe Photoshop, Adobe XD

EXPERIENCE

Twinbrook Floral Design January 2021 - Present

- **Wedding & Events Consultant:** Cultivated and maintained strong relationships with clients, providing strategic guidance in event and project management.
 - Main duties included responding to inquiries, conducting consultations, performing site-visits, proposal writing, and data entry and analysis.
 - Designed and maintained a system to track operational and sales KPIs, enhancing visibility into business performance and enabling more informed strategic planning.
 - Provided administrative support by managing department finances, and creating monthly financial dashboards to present to management.
 - Developed detailed event schedules and production timelines to ensure efficiency and smooth operations.
 - Oversaw event production, including scheduling, staffing, coordination, and on-site execution.

Hyatt Regency Wichita Harvest Kitchen and Bar November 2015 - October 2020

- **F&B Manager:** Demonstrated proficiency in personnel management, overseeing a dynamic and sizable workforce.
 - Implemented and oversaw the rollout of a new POS system, enhancing operational efficiency and customer service.
 - Managed scheduling initiatives and payroll processing, ensuring seamless operations and adherence to timelines.
 - Directed the recruitment process, ensuring alignment with organizational goals and fostering a high-performing team.
- **Event Concierge:** Provided comprehensive support to the event planner, including attending client meetings, managing staffing and scheduling, and ensuring adherence to company standards for all events and conferences.
 - Executed seamless event operations by overseeing on-site coordination, utilizing critical thinking, and managing all aspects of event execution to guarantee a flawless guest experience.
 - Acted as a primary point of contact for clients, demonstrating exceptional communication skills and a commitment to meeting their needs and exceeding expectations.
 - Managed client profiles efficiently, maintaining accurate records and ensuring personalized service delivery tailored to individual client needs.

EDUCATION

2022 - Present

George Mason University - College of Engineering and Computing- B.S. Information Technology

2015 - 2017

Cowley County Community College- A.A. Hospitality Management