

Sarah Rocco

Event Management | Project Coordination
| Administration



With a dynamic career spanning event management, project coordination and administration, I bring a unique blend of skills to the table. My background has honed my ability to foster meaningful partnerships and deliver exceptional guest experiences. Multilingual communication abilities, and organizational efficiency that strengthens team collaboration.

I excel at creating scalable solutions that bridge human connection and technology. I'm eager to collaborate with forward-thinking companies that value adaptability, creativity, and continuous learning.

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Employment history

Visa Officer Apr 2024 - Present
Consulate General of Switzerland at New York City

Evaluated and processed Schengen and national visa applications in compliance with international regulations and Swiss immigration laws. Conduct thorough document reviews and applicant interviews to maintain integrity of visa issuance process, ensuring a 95% accuracy rate in decision-making.

Delivered multilingual support to international visa applicants, addressing their concerns and queries. Contribute to positive diplomatic relations through professional and courteous service, enhancing client satisfaction.

Liaise with Swiss authorities, including SEM and regional offices and international agencies to resolve complex visa cases. Provide guidance to applicants, enhancing their understanding of visa requirements and procedures. Maintained and secured sensitive applicant data.

Office Manager Jun 2022 - Mar 2024
Permanent Mission of Switzerland to the United Nations at New York

Managed government project logistics as the primary liaison, including accommodation and registration for Swiss UN delegates, ensuring seamless operations during high-profile events such as the UNGA High-Level Week. Supported event planning for 130+ staff, optimizing budgets and timelines to deliver on-target outcomes.

Coordinated diplomatic communications, managed office operations, and fostered international relationships at the UN, enhancing Swiss representation globally.

Assisted in on- and offboarding processes and welcome meetings for transferable diplomats and their spouses as well as local staff.

Drive project management initiatives, organize high-level events, and ensure smooth logistics for diplomatic engagements, elevating mission impact. Implemented digital solutions, and optimized resource allocation, boosting operational efficiency for the Swiss mission.

Fostered cross-cultural team collaboration and knowledge sharing, strengthening Switzerland's global diplomatic presence. Facilitated partnerships to amplify Swiss values on the world stage.

Maintained meticulous records, managed budgets, and oversaw compliance with UN protocols, safeguarding Swiss interests in multilateral settings.

Skills

Event & Resource Management
Expert

Project Coordination & Analysis
Experienced

Stakeholder Engagement
Expert

Budget & Financial Optimization
Experienced

Multilingual Communication
Expert

Links

[LinkedIn](#)

Hobbies

My passion lies in crafting immersive experiences and with my relocation to Switzerland I'm looking forward to join a volunteer program where I can continue to deliver memorable moments for all attendees.

I care deeply about animal welfare and I love to travel. I enjoy problem-solving and I am a true tech enthusiast.

Languages

German
Native

English
Native

Italian
Beginner

French
Beginner

Rescue Manager

Mar 2019 - Jun 2021

Assistant Rescue Manager

Feb 2018 - Mar 2019

Korean K9 Rescue at New York City

Pioneered and expanded a new foster network of over 100 families, improving placement rates by 25%. Supervised 25+ staff and volunteers, implementing training programs that boosted team efficiency. Designed and executed fundraising campaigns, significantly increasing donations through targeted marketing strategies. Fostered partnerships with local businesses, expanding community support. Coordinated cross-functional teams to streamline rescue operations and improve animal care standards. Developed long-term strategies to expand rescue operations and improve animal welfare. Initiated partnerships with veterinary clinics, enhancing medical care for rescued animals.

Conference Planner (temporary)

Feb 2018 - Jun 2019

Morgan Stanley at New York

Orchestrated 250+ client events, ensuring operational excellence and achieving a 95% satisfaction rate. Collaborated with internal teams to align event objectives with business goals, enhancing client engagement. Fostered strong partnerships with vendors and internal teams, ensuring seamless event execution. Facilitated effective communication to align diverse stakeholders. Managed complex logistical details for high-profile events, ensuring flawless execution. Developed comprehensive contingency plans to mitigate potential risks.

Convention Sales Manager

Apr 2015 - Apr 2016

Arabella Hotel Waldhuus at Davos, Switzerland

Managed the sale of all meeting spaces, catering menu and room bookings during the World Economic Forum in Davos (WEF). Organized and executed all medium to high scale meetings and conferences, networking events, and weddings for an upwards of 250 attendees with unique budget, menus, schedules and client demands. Boosted revenue by 20% through strategic marketing of MICE, maintaining a 90% client retention rate. Cultivated enduring relationships with global clients and local vendors, ensuring consistent service quality. Coordinated cross-functional teams for seamless event execution. Pioneered digital marketing initiatives for convention sales, significantly increasing lead generation. Developed unique event concepts, setting new industry standards. Meticulously managed event logistics, ensuring flawless execution. Implemented rigorous quality control measures, elevating overall guest experience and satisfaction rates. Researched market trends and stayed current on customer preferences to better lead sales operations and Determined price rates and discounts to maintain competitive positioning. Conducted post-event evaluations by getting client feedback, reported outcomes, and implemented improvements for future events. Attended industry events to promote services and build relationships with prospective vendors.

Education

Software Development

Sep 2024 - Present

Self-study at Online

Vocational Trainer / Berufsbildner

2016

ibW Höhere Fachschule Graubünden at Chur, Switzerland

Event Marketing

2013

SAWI Academy for Marketing and Communication at Zurich, Switzerland

Associate's Degree

Aug 2007 - Jun 2010

Gastgewerbliche Fachschule Graubünden at Chur, Switzerland

Graduated with a Diploma and Eidgenössische Fähigkeitszeugnis (EFZ) as hospitality and gastronomy specialist.

References

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