

# 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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Swiss and US nationality

## Employment history

**Visa Officer** Apr 2024 - Feb 2025  
Consulate General of Switzerland, New York City, USA

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 - Nov 2022 & Mar 2023 - Mar 2024  
Permanent Mission of Switzerland to the United Nations, New York City, USA

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 the human resources tasks of recruitment and onboarding for local employees..

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 joining 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

## Rescue Dog Advocate and Trainer

Jul 2021 - Jun 2022

3for3 Dog Training & Dream Come True K9, New York City, USA

- Created event flyers and social media content on Instagram.
- Organized and planned group class events.
- Evaluated and trained many different breeds and ages of dogs, using a variety of training methods to reinforce good behaviors.
- Created new resources and materials for clients.
- Knowledgeable about proper nutrition, diet, and physical and mental exercise for dogs.
- Attended workshops and seminars to continue education and find appropriate solutions to helping dogs and modifying behaviors.

## Rescue Manager

Mar 2019 - Jun 2021

### Assistant Rescue Manager

Feb 2018 - Feb 2019

Korean K9 Rescue, New York City, USA

- 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.
- Managed the entire human resources lifecycle from job posting and recruitment to employee onboarding and exit process.
- 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 2018

Morgan Stanley, New York City, USA

- 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 2016 - Apr 2017

### Front Office Coordinator

Jun 2015 - Mar 2016

Arabella Hotel Waldhuus, 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.

## Au Pair

Mai 2014 - Jun 2015

Cultural Care Au Pair, New Jersey & New York, USA

- Participation in cultural exchange programs and language courses.
- Childcare and education within host families and assistance with household chores and daily tasks.
- Integration into American culture and lifestyle and development of intercultural skills and language proficiency.

## Executive Meetings & Events Conference Center Planner

Apr 2013 - Feb 2014

### Meetings & Events Conference Center Planner Coordinator

Nov 2011 - Mar 2013

Radisson Blu Hotel, Zurich Airport, Switzerland

- Actively sold events and handled administrative tasks such as routing, guest check-in, and walk-in handling.
- Managed international guests and their complaints according to the "Yes I Can!" philosophy, ensuring 100% guest satisfaction.
- Acted as a liaison for operational departments and ensured adherence to SOPs in the meetings and events area.
- Led shifts independently in the conference center, ensuring service quality standards.
- Trained and mentored new employees and apprentices, promoting teamwork.
- Covered for the M&E Billing Coordinator during their absence and assisted with billing processes.

## Receptionist

Nov 2010 - Apr 2011 & Jun 2011 - Oct 2011

Weisse Arena Group / signinahotel & rocksresort, Laax, Switzerland

Managed check-ins and check-outs for individual and group guests and monitored reservations and prepared arrivals and departures.  
Processed reservations and provided guest services, mainly in German and English  
Responsible for invoicing and ensuring adherence to internal service standards and managed own cash register, including currency exchange.  
Continuously expanded professional knowledge and shared expertise with colleagues.

## Receptionist

Jul 2010 - Oct 2010

## Reception Trainee

Feb 2010 - Jun 2010

Grandhotel Giessbach, Brienz, Switzerland

Guest services and information, handling the telephone switchboard at the historic Grandhotel Giessbach with 70 rooms and suites.  
Managed room reservations using Fidelio and correspondence in German, English, and French.  
Managed electronic correspondence, check-in, and check-out procedures.  
Responsible for handling a personal cash float and processing guest payments.  
Worked closely with the team to maintain a high service level at a renowned hotel.

## Server Trainee

Dez 2008 - Mar 2009

Excelsior Hotel, Arosa, Switzerland

Responsible for independently managing tables in the restaurant and taking over shifts for the bar staff at a 4-star hotel with 73 rooms and 120 guest beds.  
Quickly adapted to new tasks, showed a high level of engagement, and responded positively to feedback.  
Communicated effectively with international guests in English.

## Hotel and Gastronomy Trainee

Jun 2008 - Oct 2008 & Apr 2009 - Jul 2009

Hotel Tobler, Ascona, Switzerland

Gained skills in basic food preparation, cleaning, and inspecting guest rooms, as well as organizational tasks in housekeeping.  
Assisted in the laundry department and handled cleaning supplies.  
Knowledge in internal service organization and beverage and product knowledge.

## Education

### Software Development

Sep 2024 - Present

Self-study online at Udemy

### Vocational Trainer / Berufsbildner

2016

ibW Höhere Fachschule Graubünden in Chur, Switzerland

### Event Marketing

2013

SAWI Academy for Marketing and Communication in Zurich, Switzerland

### Associate's Degree

Aug 2007 - Jun 2010

Gastgewerbliche Fachschule Graubünden in Chur, Switzerland

Graduated with Diploma and Federal Certificate (EFZ) as Hospitality and Gastronomy Specialist.

## References

### Nicole Zuberbühler Guimaraes Candido

Head of Visa Section at Consulate General of Switzerland in New York

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