

# Michael J. Barrett

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## BUSINESS OPERATIONS ♦ CUSTOMER SUCCESS ♦ MEETINGS & EVENTS

Results-driven professional with prior experience in business operations, customer success, and meeting and events. Demonstrated strengths in managing financial reports, identifying business performance improvement opportunities, and organizing and coordinating meetings and events among internal and external participants. Proven ability to translate data into executive-level presentations and speak publicly to company strategy. Recognized as a deadline and detail-oriented, creative problem solver.

## PROFESSIONAL EXPERIENCE

### AUTODESK, San Francisco, CA

October 2021 – December 2021

*Autodesk is a global leader in design and make technology. With expertise across architecture, engineering, construction, design, manufacturing, and entertainment, Autodesk helps innovators everywhere solve today's pressing challenges*

#### Executive Briefing Coordinator (Contract)

- Administered Salesforce data entries
- Analyzed and identified trends from data to improve processes and enhance a better customer experience
- Communicated with the sales team to verify customer subject matter interest and business concerns with existing products
- Worked cross-functionally with internal teams to provide best customer experience
- Managed briefing details such as catering, facilities, security, welcome video display, and gifts

### SABBATICAL

March 2020 – October 2021

*Took a sabbatical/leave of absence for personal health reasons*

### CAESARS ENTERTAINMENT CORP., Las Vegas, NV

December 2018 – March 2020

*Global casino-entertainment and hospitality company operating and managing resorts including Harrahs, Horseshoe, Linq, Caesars, and Paris*

#### Administrative Assistant – Catering & Convention Services

- Supported the organization and coordination of events such as the World Series of Poker and Star Trek National Convention
- Took appropriate lead information and distributed to the appropriate sales team for client contact
- Generated \$19.2M in Food & Beverage Sales FY2019
- Coordinated and scheduled in-person and virtual meetings between internal and external clients
- Developed and managed expectations with customers to ensure cohesive and efficient events
- Ran and maintained various Salesforce reports for senior-level review

### HEWLETT PACKARD ENTERPRISE, Palo Alto, CA

May 2017 – October 2018

*Hewlett Packard Enterprise (HPE) is a business-focused organization with two divisions: Enterprise Group, which works in servers, storage, networking, consulting and support, and Financial Services*

#### Executive Briefing Associate

- Executed customer briefings successfully from beginning to end by strategizing with the account team, planning all logistics, managing briefing documents with Executive Assistants, and posting briefing evaluations
- Created ideas to personalize executive briefings for Fortune 500 and premier customers in order to provide superior white glove service
- Managed all scheduling, pre-briefing, and staffing of the meeting prior to and on the day of the meeting
- Developed and updated discussion leader reports to ensure current communication between all corporate departments
- Assisted in managing overall pipeline of \$2.15B and individually generated \$78M in FY18 sales