

JULIA DICARLO

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PROGRAM & EVENTS MANAGER

A dynamic and results-driven Program & Events Manager credited with extensive experience in business planning and execution, relationship building, and communication. Effective and organized in management of projects for medical education, financial services and telecommunications clients.

AREAS OF EXPERTISE

- Business Development
- Customer Relations
- Process Redesign
- Project Management
- Multi-Task
- Communication

PROFESSIONAL EXPERIENCE

INDEPENDENT PROGRAM & EVENTS MANAGER

AUGUST 2002 – PRESENT

Manage day-to-day operations of meetings and events for corporate clients. Conferences, dinner meeting series, symposia, CE programs, advisory boards, incentive, sales and training programs.

- Collaborate with clients to understand needs and develop processes to meet program objectives.
- Coordinate venue selection and site inspections; manage food & beverage, and audio/visual needs.
- Serve as liaison between clients, speakers, KOL's, sponsors, attendees, and third party vendors.
- Create and monitor project timelines, communicate milestones to clients, and negotiate additional time and resources if necessary.
- Create and monitor project budgets, and Statements/Scope of Work documents.
- Identify key issues during event cycle and facilitate change.
- Manage lists and databases. Track data, develop and distribute ad-hoc reports.
- Coordinate housing and travel for attendees, VIPs, speakers and staff. Manage hotel rooming lists.
- Coordinate print and electronic material for programs (invitations, registration sites, confirmations, reminders, name badges, tent cards, presentations, post-event surveys and communications).
- Assist in development of informational and registration websites.
- Design process for collecting and managing abstract submissions. Coordinate data requirements with accrediting institutions. Crediting with improving approval time from 5 attempts to 2.
- Outsource and supervise project components to appropriate vendors.
- Developed systems to better organize and streamline information
- Review project successes and shortcomings provide recommendations for improvement.
- Partner with Meetings By Design, Inc. in Ridgewood, NJ, Proscenium Group in NYC, T-Mobile USA, Inc. in Bellevue, WA, TD Ameritrade Institutional in Omaha, NE, Nursing of Children Network in Philadelphia, PA, Bank Street Productions in Westwood, NJ, Image Media Inc. in NYC, Kimberly Clark in Neenah, WI.

BLUECHIP GROUP, OAKS, PA

1996 – 2002

CLIENT SERVICES DIRECTOR, HEALTHCARE COMMUNICATIONS (1996 – 2002)

Supervised client relations for small sized marketing agency, hired, trained, and managed employees.

- Wrote training manual for new recruits – speeding learning time, led to corporate profitability.
- Coordinated activities between internal departments.
- Reported to management on production status versus client timelines.
- Reduced deadlines that did not meet standards from 70% to less than 25%.

EDUCATION & TRAINING

Associate in Arts, Business Administration, Bauder College, Miami, FL Magna Cum Laude
Microsoft Office, ACCME Guidelines, IRB Policies and Procedures, NIH & Human Subject Training
Online Meeting Management Software (etouches, RegOnline, ACTIVE StarCite, CVENT, proprietary systems)

AWARDS & DISTINCTIONS

Managed registration team and process for 9,000 person multi-site meeting
Reduced deadlines that did not meet standards from 70% to less than 25%

COMMITTEES

Nursing of Children Network Planning Committee Member