

Event / Meeting / Conference Planning Specialist

Accomplished event planner and project manager with demonstrated strengths planning, scheduling, and managing a complex mix of event- and admin-related responsibilities. Recognized throughout career for a highly positive and can-do attitude (there is always a way!) combined with superior attention to detail, team leadership skills, and a commitment to exceptional customer service. Fastidious about keeping records and documenting processes carefully to avoid rework, minimize risk, and drive continuous improvement.

KEY SKILLS & QUALIFICATIONS

- Event Planning & Management
- Guest & Exhibitor Registration
- Event Marketing & Promotions
- Venue Planning & Logistics
- Budgeting & Resource Allocation
- Team Hiring, Training & Supervision
- Customer Service & Satisfaction
- Billing & Payment Processing
- Vendor Selection & Management
- Collateral Writing & Editing
- Process Improvement
- Human Resources & Payroll
- Customer Experience
- Creative Problem-Solving
- Referral Business Generation

PROFESSIONAL EXPERIENCE

Customer Service & Event Planning Specialist | MAMMOTH ARTS CENTER *Covington, WA: 2013 to Present*

Provide administrative, scheduling, and customer service support for this performing arts studio, serving over 300 artists and their families throughout Puget Sound. Handle all front-desk responsibilities such as greeting customers and giving tours, in addition to processing tuition payments, registering new accounts, and coordinating events, performances, and exhibitions. Serve as a key communications liaison between customers and the ownership team, answering questions and diplomatically handling any concerns or complaints. Additionally identify opportunities to improve business efficiency, such as leading the installment of a new card processing system to speed up payment transactions.

Personal Assistant *Maple Valley: 2008 to 2013*

Took sabbatical period to raise family, but created own side business during this time providing personal assistant services, care, and companionship to elderly clients. Built daily care plans, organized/dispensed medications, and assisted with all needed household duties such as cooking, cleaning, and social activities.

Transition Project Manager | CARAVAN COFFEE (via DELTA STAFFING) *Seattle, WA: May to Sep 2007*

Assigned to hold ownership of the \$25M Microsoft account, managing 3 lines of business that included Café Operations in 8 locations, Catering Operations, and Room and AV management for approx. 45 meeting spaces in the company's HQ facility. Interfaced directly with top client stakeholders and kept them apprised of business needs, developments, and project risks. Planned hundreds of events and ensured all Delta Staffing teams completed all deliverables on schedule and budget.

Conference Planning Manager | NEWTOWN LEARNING CENTER (via ULTRAHIRE) *Kirkland, WA: 2000 to 2007*

Held dedicated role focused on planning, scheduling, and managing events for this busy corporate conference center spanning ~4,000 square feet (15 meeting rooms) plus a formal dining room. Handled booking requests for numerous top clients including Amazon, Microsoft, PACCAR, Boeing, and Eddie Bauer—coordinating logistics, resources, and promotional materials to meet their specific needs. Led weekly staff meetings to ensure alignment of all staff around facility policies, procedures, and processes—and to collaboratively discuss ways to enhance the customer experience and anticipate/reduce potential risks. Consistently met and exceeded all occupancy/revenue goals specified in the client contract.

EDUCATION & TRAINING

Bachelor of Arts, Communication | AZUSA PACIFIC UNIVERSITY

Graduated magna cum laude; awarded Dean's Leadership Scholarship four consecutive years; served as Editor for the school's "AzureBeat" Newspaper, in addition to working as Student Activities Coordinator for the Office of Student Life

ADDITIONAL INFORMATION

Volunteer, Heartland Rescue: Volunteer 8-9 hours per week to this "green" non-profit focused on recycling/recovering discarded and surplus food and goods in order to provide them to people in need—helping families stretch their budget farther and assisting businesses in lowering their overall carbon footprint

Software Proficiency: MS Office (Word, Excel, PowerPoint); PayTech; ESP2000 Event Planning Software