

Jane Smith

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Senior Manager Hospitality – Event Planning & Execution | People Management

Event Management | Contract Management | Operational Planning | HR Operations | Supply & Inventory Management

PROFESSIONAL SUMMARY

Strategic event and workplace experience leader known for delivering efficient, high-touch events that elevate brand presence and client satisfaction. Skilled in orchestrating complex, cross-functional operations while ensuring collaboration across departments, vendors, and leadership teams. Experience in translating vision into execution through precise planning, real-time problem solving, and operational agility. Drive event excellence in every phase of the event lifecycle – from logistics and vendor negotiations to guest experience and post-event insights. Recognized for cultivating trusting relationships, streamlining workflows, and creating environments where service, detail, and professionalism converge in successful events – consistently applying battle-tested expertise as a dynamic force behind elevated events and day-to-day operational efficiency.

CORE COMPETENCIES

Supervision & Team Management | Daily Ops Oversight | Financial Management | Customer Service | Event Planning | Compliance | Organizational Management | Relationship Management | Problem Solving | Office Coordination | Team Leadership | Supply Ordering | Cost Controls | Communication Skills | Inventory Management | Contract Management | Database Management | Operations Management | Employee Development | Service Delivery | Vendor Management

WORK EXPERIENCE

Event Management Coordinator / Workplace Experience Coordinator
Cprime – Enterprise Consulting – New York City, NY

May 2023 – Present

Oversee complex event operations and with a focus on cross-functional leadership, team alignment, and seamless execution. Drive strategic collaboration, operational efficiency, and service excellence while cultivating strong stakeholder relationships and vendor partnerships. Expert at handling special requests and partner support for high-profile events.

Operational Excellence & Strategic Leadership

- Lead and inspire cross-functional teams to deliver high-impact event experiences aligned with corporate goals and brand standards. Direct daily operations across designated departments such as catering and conference services – ensuring optimal resource allocation and service excellence.
- Create a culture of continuous improvement by mentoring staff, providing training, and setting high standards.
- Ensure full compliance with company policies and relevant health, safety, and operational regulations.
- Manage all aspects of vendor relations, including contract negotiations, performance oversight, and coordination of services to ensure high-quality delivery.

Event Planning & Execution

- Oversee end-to-end event planning and execution, including event hospitality, executive experiences, partner activations, and large-scale summits. Lead timelines, event schedules, contractor coordination, and team management.
- Execute logistical planning for events, including transportation, F&B, credentialing, signage, and creative production.
- Work with event production teams on resource management, signage, graphics, and live event coordination.

Client Engagement & Financial Stewardship

- Serve as primary liaison between event stakeholders and external partners to ensure event strategies align with goals.
- Deliver proactive/responsive customer service, addressing guest needs and concerns to ensure satisfaction and loyalty.
- Develop and control event budgets, monitor expenditures, and analyze financial performance to ensure fiscal responsibility and alignment with ROI goals.
- Build and sustain collaborative relationships with clients, teams, and third-party vendors to ensure successful events.

Event Operations & Facility Coordination

- Schedule and monitor staff training, prepare menus and quotes with the General Manager, and collaborate with the catering manager for conference center events to maintain high service standards. Maintain inventory control, monitor public area upkeep, and communicate cleaning requirements to staff, ensuring a welcoming environment.
- Coordinate with the AV team to ensure audio-visual needs were met and conducted weekly meetings to review and prepare for upcoming events, providing proactive support to clients and staff. Liaise with lobby, IT, and plant care teams to provide timely updates, and collaborate with porters and freight elevator operators for event logistics.

Office Service Coordinator (Contractor)**March 2023 – April 2023****NN&T – New York City, NY**

Maintained optimal levels of productivity and accuracy within fast-paced office operations. Followed company standards and regulations regarding office communications and mail handling (ensure all packages are properly labeled).

- Managed reception, administration, and event functions, overseeing timecards, schedules, and workflow for team.
- Facilitated smooth onboarding for new hires, collaborated with the facilities manager on seating assignments and prepared personalized name plates and desk materials. Ensured a warm and welcoming reception for guests and visitors via the building landlord's external booking system, managing guest reception and arrival professionally.

Client Service Manager**March 2020 – December 2022****CitiBank – New York City, NY**

Led Reception and Hospitality departments while managing, training, and developing staff for customer service excellence.

Office Management:

- Developed, maintained, and reported on office budgets. Managed all aspects of medium to large, complex programs through their entire project lifecycle (initiation, planning, execution, and closure).
- Expertly executed the clear mission of events/meetings – deploying strategies focused toward exceeding mission.
- Cultivated and developed relationships with key personnel in other business units (including procurement, marketing, accounting, office services, and risk operations. Partnered with numerous external vendors.
- Ensured that expenditures and other data was maintained in procurement database for supply orders.

Office Administration:

- Prepared daily, weekly, and monthly reports. Reviewed key metrics around all workplace offerings, guest registration, and space management usage. Provided leadership in managing email distribution list and ensuring all questions were responded to in a timely manner, and escalated service-related matters to corporate event owner.

Assistant Manager**February 2015 – March 2020****Cprime – Enterprise Consulting – New York City, NY**

Prepared and organized multiple conference rooms for meetings. Supervised the day-to-day operations of office services (to include hospitality department, records department, mail distribution, reprographics, and word processing).

Vendor Management:

- Negotiated with vendors while creating, managing, and adhering to established budgets. Handled multiple tasks and projects. Identified problems and created effective solutions for managing daily office operations.
- Led in vendor selection and onboarding. Spearheaded the evaluation and selection process of office vendors, leading to the identification and onboarding of partners that resulted in cost savings and improved service levels.
- Negotiated favorable contract terms and conditions with vendors, ensuring alignment with organizational goals.
- Experienced in performance monitoring and improvement. Implemented a vendor performance tracking system – conducting regular performance reviews and implementing corrective action plans as needed.

New Hire Onboarding:

- Trained newly hired employees on all digital and traditional printing machines. Scheduled and managed inventory of office supplies. Troubleshoot and repaired printing machines. Managed maintenance of onsite printers and copiers.
- Collaborated closely with HR, department heads, and IT teams to ensure seamless integration of new hires into their respective roles, fostering a cohesive and welcoming atmosphere that supported employee retention.

Office Services:

- Efficiently operated a variety of bindery equipment, stapling, binding, collating, drilling, and labeling machines.
- Assisted in development and implementation of strategies and ensured implementation of the service strategy.

EDUCATION**Bachelor of Arts in Business – New York University – New York City, NY****ADDITIONAL SKILLS**

Software: Microsoft Office (Word, Excel, PowerPoint, and Outlook), Shippo, Slack, Digital Imaging, Adobe Acrobat, Google Docs, IPRO, CD/DVD burning, Autobatch printing software, EDD Discovery, Kronos, Teleo, ADP, and QuickBooks Payroll

Languages: English and Spanish