

# OLIVIA SMITH

## Lead Conference Center Coordinator

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### PROFESSIONAL SUMMARY

Bringing over a decade of expertise in leading conference center operations, I specialize in event logistics, client relations, and team management. My track record includes enhancing attendee experiences and optimizing operational efficiency. I am committed to delivering exceptional service while fostering collaborative environments that ensure successful and memorable events.

### WORK EXPERIENCE

#### Lead Conference Center Coordinator

📅 Apr / 2019-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Led comprehensive walk-through meetings with clients to preview event spaces, ensuring alignment with expectations.
2. Secured and verified billing details for all event-related expenses, including catering and equipment rentals.
3. Managed scheduling and coordination of audio and video conferences for both domestic and international clients.
4. Facilitated large meetings and receptions for over 50 attendees, including high-profile corporate events.
5. Collaborated with staff to communicate updates on meeting room status and special requests.
6. Quickly addressed and fulfilled ad hoc client requests, maintaining high service standards.
7. Engaged with all levels of management and clients, ensuring a seamless experience throughout the event lifecycle.

#### Conference Center Coordinator

📅 Apr / 2015-Apr / 2019

Crescent Moon Design

📍 Portland, OR

1. Oversaw the office calendar, coordinating meetings and recording attendance for all staff activities.
2. Delivered exceptional customer service and communication, ensuring a welcoming environment for clients and visitors.
3. Managed the setup and coordination of large-scale events, ensuring all logistical details were executed flawlessly.
4. Advised staff on changes in meeting room configurations and client requests, enhancing overall operational efficiency.
5. Responded promptly to client inquiries, providing information and assistance as needed.
6. Arranged complex video conferences with multiple domestic and international sites, ensuring technical reliability.

### EDUCATION

#### Bachelor of Arts in Hospitality Management

📅 Apr / 2012-Apr / 2015

University of California

📍 Denver, CO

Focused on event planning, client services, and operational management strategies.

### SKILLS

Report Generation

Audio/visual Setup

Event Registration

Safety Compliance

### ACHIEVEMENTS

- ★ Successfully coordinated over 100 large-scale events annually, achieving a 95% client satisfaction rate.
- ★ Implemented a new logistics tracking system that reduced event setup time by 30%.
- ★ Developed and maintained relationships with over 50 vendors, ensuring competitive pricing and quality service.