

MARY EVANS

Address, Phone Number, Email

EVENT PROGRAMS MANAGER

Exceptional Level of Communication and Motivation
Verifiable History of Outstanding Achievements

Total Dedication in Exceeding Client and Personal Expectations in Challenging Environments

Detail-oriented, highly organized, and hardworking professional, with extensive knowledge in steering innovative and profitable functions that simultaneously assure guest satisfaction, elevate industry reputation and image as an outstanding Event Programs Manager. Characterized throughout career for personal tenacity, independent work habits, and articulate communication style that inspire people to act decisively toward a common goal. **Areas of expertise include:**

- Events Management
- Client Relationship Management
- Project and Operations Planning
- Policy and Procedure Development
- Communications
- Conflict Resolution and Mediation
- Vendor Relationships
- Research and Analysis
- Venue Arrangements
- Development and Execution
- Team Leadership and Training
- Computer Literate

CORE COMPETENCIES

Events and Marketing Management

- Directed overall marketing and promotional aspects of the company
- Organized transportation, lodging, and logistical assistance of musicians and bands
- Supervised creative team to conceptualize and modify venue themes for a variety of events
- Planned full monthly event schedule through bookings and consultations with corporate clients and private promoters for numerous audiences
- Monitored and tracked venue capacity of 1000 personnel on peak hours of operations
- Evaluated and assessed risk and ROI in planning and booking events; coached and trained under the General Manager

General Management

- Assigned in recruiting and supervising numerous employees; administered company budget, payroll, taxes, bills, and payments
- Prepared and consulted contracts with local and international customers
- Acquired essential permits from various city departments including Fire, Police, Health, Entertainment, and ABC (Alcoholic Beverage Control Department)
- Promoted upbeat working relationships with clients and colleagues utilizing high-caliber customer service

Technical Training and Development

- Troubleshoot and integrated company computer network, web site, POS systems, surveillance, and accounting system
- Planned and executed in-house sound and lighting system
- Oversaw and directed campus computer laboratory consultants and created training courses for new consultants and SITs (supervisors in training)
- Monitored and resolved all hardware and software issues in the laboratory; checked inventory of laboratory supplies and maintained equipment

RECOGNITIONS

- Progressively increased 15 percent attendance annually making the company recognized by patrons and professional event and venue reviewers and winning various awards and honors
- Recipient of the 2001 Busch Supervisor Achievement Award

PROFESSIONAL HISTORY

Café Cocomo ▪ San Francisco, CA

General Manager

Assistant Manager

May 2002-Present

May 2001-May 2002

Campus Computing Services ▪ Piscataway, NJ

Assistant Laboratory Supervisor

Computer Laboratory Consultant

Jun 2000-May 2002

Jun 1999-Jun 2000

EDUCATIONAL BACKGROUND

Bachelor of Science in Electrical and Computer Engineering, School of Engineering, Rutgers University ▪ City, NJ 2002

- Graduated with highest honors, **summa cum laude**