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SKILLS

- Hospitality Management
- Client Relations
- Event Strategy
- Budget Management
- Team Leadership
- Customer Experience

EDUCATION

**BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT, CORNELL UNIVERSITY**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Awarded 'Best Event Experience' at the International Hospitality Awards.
- Increased client satisfaction ratings by 40% through enhanced service delivery.
- Successfully executed a national conference with over 2,000 attendees.

Michael Anderson

EVENT SERVICES DIRECTOR

Strategic Event Services Executive with a robust background in hospitality management and a focus on enhancing customer experience through tailored event solutions. Skilled in identifying client needs and translating them into actionable event strategies that deliver measurable results. Proven expertise in managing high-stakes events, including conferences and incentive programs, while maintaining budgetary discipline and operational excellence.

EXPERIENCE

EVENT SERVICES DIRECTOR

Luxury Hotel Group

2016 - Present

- Directed event planning and execution for high-profile clients, focusing on personalized service.
- Managed a team of event coordinators, fostering professional development and mentorship.
- Oversaw logistics for multi-day conferences, ensuring excellence in service delivery.
- Implemented customer feedback mechanisms to enhance service offerings.
- Negotiated contracts with vendors to maximize value and quality.
- Developed and executed marketing strategies that increased event bookings by 30%.

SENIOR EVENT COORDINATOR

Premier Event Solutions

2014 - 2016

- Coordinated logistics for corporate events, ensuring adherence to client specifications.
- Assisted in the development of event proposals and budgets.
- Managed on-site event operations, ensuring seamless execution.
- Engaged with clients pre- and post-event to gather feedback and foster relationships.
- Utilized project management software to streamline event planning processes.
- Conducted evaluations to assess event success and areas for improvement.