
Conference Services Manager Resume

Job Objective

To use my personal relation skills and extensive training to acquire a position as Conference Services Manager with a reputable company.

Highlights of Qualifications:

- Outstanding experience to plan events and provide optimal customer services
 - Exceptional knowledge of hotel features and competitor activities
 - Thorough knowledge of design market plans and safety programs
 - Ability to develop and implement plans
 - Ability to manage multiple projects within deadline
 - Amazing customer service skills
 - Ability to coordinate with vendors and resolve issues
 - Proficient in computer systems
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Professional Experience:

Conference Services Manager
Fairmont Hotels & Resorts, Cleveland, OH
October 2008 – Present

- Prepared and forecasted annual budget for conferences.
- Ensured compliance to all attendance rules.
- Administered group room blocks and prepared resume for operations.
- Managed all room rental charges for guests.
- Developed effective relationships with guests and facilitated rebooking.
- Coordinated with teams and evaluated all operations and its efficiency.
- Participated in various industry organizations as NACE.
- Inspected hotel facilities and prepared presentation.

Conference Services Supervisor
Gaylord Hotels, Cleveland, OH
August 2003 – September 2008

- Administered every day activities of conference service department.
- Coordinated with local caterers and planned menu for events.
- Monitored inventory of catering supplies and linen.
- Provided technical support to all recycle programs and managing waste.
- Managed all repairs and prepared reports for activities.
- Prepared various reports for room reservation systems.
- Assisted to reconcile all invoices and processes it.

Conference Coordinator – Customer Service
Luxury Resorts & Hotels, Cleveland, OH
May 1998 – July 2003

- Managed communication with business agencies and customers.
 - Provided assistance to customers on all conference services.
 - Participated in conferences and greeted customers pleasantly.
 - Coordinated with team members and maintained satisfaction.
 - Monitored and processes various reservation requests.
 - Performed troubleshoot on calls and assisted in reservation.
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Education:

Bachelor's Degree in Hotel Management
Concordia University, River Forest, IL

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