

Emma Clark

Event Coordinator

CONTACT

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 United States, Chicago, IL

EDUCATION

Bachelor's Degree in Event Management

DePaul University, Graduated: May 2016

Certified Meeting Professional (CMP)

Meeting Professionals International, Certification Date: August 2021

AWARDS

 Best Event of the Year – Corporate Event, The Ritz-Carlton, Chicago, IL

 Employee of the Quarter, Chicago Convention Center

LANGUAGES

- Spanish – Fluent
- French – Conversational



PROFESSIONAL SUMMARY

Detailed-oriented Event Coordinator with experience in managing guest relations at large-scale events. Expertise in coordinating logistics, managing client expectations, and ensuring flawless execution of events. Proven track record of delivering high-quality guest experiences in both corporate and private settings.



EXPERIENCE

Event Coordinator

2020 - Now

The Ritz-Carlton, Chicago, IL

- Coordinate with clients to tailor event plans and ensure all guest needs are met.
- Supervise on-site event operations, managing vendor relationships, and troubleshooting issues as they arise.
- Provide high-level guest services, ensuring every guest's experience is memorable and seamless.
- Develop and implement event feedback systems, tracking satisfaction levels for continuous improvement.

Guest Relations Assistant

2017 - 2020

Chicago Convention Center

- Assisted with planning and executing corporate and private events.
- Managed guest inquiries, ensuring a smooth guest experience from arrival to departure.
- Provided on-the-ground support during events, ensuring guest satisfaction.

SKILLS

Event logistics and coordination



Guest experience management



Vendor and stakeholder communication



Problem-solving and multitasking



Conflict resolution and customer satisfaction



Budget management and cost optimization



Client needs assessment and customization

