# Katie Brown

592 Heywood Street
Auburn, AL 36832
**(520)336-8871**

ksn0006@auburn.edu

*Detailed, strategic event planner and experienced business operations manager with strong communication skills. Proven track record of excellent customer service, which has fostered relationships for my team and organization. Career has spanned a variety of specialties and locations for family interests before returning home to Auburn University.*

## EXPERIENCE

### **Auburn University,** Auburn, AL - *Program Coordinator for National Science Foundation Research Traineeship (NRT) Program & Conference Support Specialist for COSAM's Assistant Dean of Research Office*

May 2020 - Current

- Coordinates graduate program 's development plan and schedules
- Manages program's budget, invoices, and student stipends payments
- Organizes and executes NRT events: symposium, outreach events, speaker events and annual 5-day kick-off event for new cohort
- Executed regular faculty and advisory board meetings to maintain NRT program's high performance rate including reports and PPTs
- Manages program's communication, website, recruitment, expense reports, and annual reports to National Science Foundation
- Orchestrates conference support for VIP and larger events and conferences within COSAM: event budgeting, planning, vendor contracts and event execution

### **Fit Farm,** Castalian Springs, TN - *Event Facilitator and Hospitality Hostess*

Oct 2018 - Oct 2019

- Arranged and managed on-site events and sales property tours
- Improved the recruitment, documented requirements and management of company's college intern program
- Created new business's standard operating procedures
- Executed regular department and property inspections and communicated needs to maintain a high level of satisfaction
- Communicated departmental and sales training meeting minutes and actionables

### **Quest Events,** Nashville, TN - Office Manager

August 2017 - June 2018

- Improved first impressions of office by management of phones, front reception, internal office ordering and cleanliness of front offices
- Increased client billing accuracy and managed office's accounts receivable communication to corporate
- Reduced shipping costs by efficiently coordinating daily transfers of company's draping and scenic elements inventory between sister offices

## SKILLS

Relationship Building
Communication
Event Planning
Event Operations
Administration
Data Management
Revenue Management
Contract Management
Time Management
Vendor Management
Contract Negotiations
Hospitality
Arranger

## CERTIFICATIONS & AWARDS

**Auburn's Aspire: Leading People Certification**

**Auburn's COMPASS: Research Administration Training Certification**

**Event Leadership Institution: Advanced Event Design Strategy and Enhancing Events with AI**

**Certified Meeting Professional 2007-2017**

**Valuable Member of the 2006 Event Management Team of the Year for Marriott International**

**First United Methodist Church,** Clermont, FL -Event Coordinator

February 2016 - March 2017

- Oversaw all logistics planning for the church's 4 largest community events annually from 200pl to 3500pl
- Created and produced regular social events for the families of the church and school
- Coordinated volunteers and responsibilities for all church events

**Cater Nation,** Orlando, FL - *Catering Representative and Receptionist*

July 2013 -February 2016

- Organized corporate, pharmaceutical and social catering meals and events with over 65 local restaurants and caterers
- Improved Orlando's overall customer service satisfaction

**Orlando World Center Marriott,** Orlando, FL -Senior Convention Manager

December 2007 - October 2009

- Managed guest room and meeting space inventory and event billing for large convention groups in a 2,000 room convention hotel with over 400,000 sq. ft. in meeting space
- Organized effective event communication documents for large groups, 200pl to 7,000pl to all hotel departments
- Created event satisfaction board and standards to improve hotel's overall event satisfaction score

**JW Marriott Orlando, Grande Lakes,** Orlando, FL -Event Manager and Event Concierge

May 2003 - December 2007

- Managed guest room and meeting space inventory and billing for social and convention groups in a 1,000 room convention and resort hotel with over 100,000 sq. ft. in meeting space
- Organized effective event communication documents for small to midsize groups to all hotel departments
- Planned catering menus with client and hotel budget, trends and themes in mind
- Designed and implemented event concierge program in opening hotel
- Trained new event concierge representatives

**New Orleans Marriott**—Event Concierge and Front Desk Sales Associate

August 2000 - May 2003

- Assisted in the operation of events in 80,000 sq ft in meeting space
- Guided guest registration, billing and questions for 1,350 rooms, full-service hotel

**Achieved 100% on Corporate Event Management Audit for in 2 Major Convention Hotels**

**Maintained a personal overall event satisfaction score above Marriott brand's average**

**Awarded Marriott Tifel Award**

**Awarded Hospitality Award from Former Employees**

## EDUCATION

**University of New Orleans,** New Orleans, LA — *Achieved a Bachelor of Science in Hotel Restaurant and Tourism Administration* and a Minor in Business Management

August 2000 - May 2002

Overall 3.3 GPA, Professional Convention and Meeting Planners Association, PCMA  University Chapter Secretary, Beta Gamma Sigma member

**Auburn University,** Auburn, AL — *Studied Hotel Restaurant and Tourism Management*

Fall 1998 - August 2000

Dean's List, University Program Council Assistant Director of Fine Arts, Director of Events for “Splash in the Spring” at Auburn, Spring 2000, and University Concert Choir, Overall 3.5 GPA