



CAROLYN MAY

carolynchristinemay@gmail.com | 0432826272 | Surry Hills, NSW 2010

Summary

Charismatic and successful in exceeding customer expectations.

Offering more than a decade of expertise in professional roles requiring attention to detail, diligence, hard work and reliability. Nursing accomplishment to the level of Manager and Education in the specialty of Renal Medicine.

Demonstrated extraordinary time management, team leadership and communication abilities.

Expertise in control and management of strict policy and guidelines fundamental to Health and Cleanliness.

Skills

- Guest relations
- Team leadership and supervision
- Contract negotiations and administration
- Transportation and logistics coordination
- Time management
- Project management
- Marketing and advertising
- Monitoring events planning trends
- Crisis management
- Records maintenance
- Selling event products and services
- Business growth
- Customer service-driven
- Managing events start to finish

Experience

D&G Group Pty Ltd | Pyrmont, NSW

Event Manager

07/2014 - 03/2020

- Administered contracts to deliver outstanding vendor coordination, timeline development, budgeting and day of coordination services.
- Designed contracts, collected fees and booked venues for events.
- Prepared, monitored, and maintained event budgets.
- Organized venues, budgets, guest lists, catering and event timelines.
- Paid and settled vendors, venues, staff, and contracted services.
- Built robust vendor network to secure cost-effective, high-quality products.
- Maintained adherence to client-event requirements through effective delegation, prioritizing and management of all production phases, from concept to execution.
- Maintained close communication with clients to mitigate service issues.
- Selected event materials which aligned with clients' requests and vision.

Elizabeth Consultants Pty Ltd | Sydney, NSW

Event Coordinator

01/2009 - 07/2014

- Oversaw coordination and management of client event itineraries by implementing review process.
- Negotiated vendor rates and coordinated contract details.
- Built robust vendor network to secure cost-effective, high-quality products.
- Communicated event timelines to stakeholders for on-time event execution.
- Solicited potential event sponsors and coordinated event planning.
- Coordinated seminars and workshops for all our team members.
- Planned, organized, and executed promotional on request events.

- Directed event production in collaboration with sponsors, hosts and internal teams.
- Served as point of contact for staff, contractors, vendors and suppliers.
- Marketed and publicized weddings and other special events in social calendars.
- Organized event logistics, such as scheduling, budget development and management, staffing and communicating with clients in regards to event needs.
- Collaborated with sponsors and hosts to promote events.
- Generated reports for leadership regarding event planning activities, including open inquiries, scheduling, cancellations and proposal development.
- Designed contracts, collected fees and booked venues for events.
- Trained customer service, marketing and sales teams for events.
- Selected décor and event materials fitting clients' requests and vision.
- Maintained good customer relationships by maintaining contact via email and conference calls.
- Boosted client satisfaction through administration of on-site service requests and effective management of event logistics.
- Implemented feedback initiatives to generate insights for process enhancement and business strategy.
- Managed client correspondence, record tracking, conference and event logistics.
- Directed florists, photographers, musicians, officiants and ceremony participants during pre-ceremony, ceremony and post-ceremony events.

Education and Training

Certificate 111 in Micro Business Operations | Sydney, NSW
Business Administration And Management

Concord Hospital | Sydney, NSW
Some College (No Degree) in Nursing Practice