

Jolene Allen

Objective To bring meeting planning expertise, along with a drive for challenge and excellence, to a well-respected company in a meeting or event planner position.

- Skills Summary**
- Sourcing/site selection
 - Contract negotiation
 - Addendum review
 - Menu planning
 - Managing on-site logistics/ registration
 - Maintaining registration websites
 - Coordinating housing lists
 - Ground transportation contracting and management
 - Budget tracking and reporting
 - Final bill reconciliation
 - Cost savings
 - Client relations
 - Staff supervision
 - Detail-oriented and organized

Experience 2003–2009 American Express CMS (Intel Account) Phoenix, AZ

Meeting Planner

- Lead meeting planner for Intel's bi-annual 36-city North American road show (100-500 attendees per city); duties included supervising two additional planners, managing budget of \$700K+ for hotel and on-site/travel expenses, managing meeting card spend, sourcing, contracting, and planning for multiple cities, traveling on-site for 6-8 weeks, managing on-site logistics/registration, and reporting final cost savings.
- Managed meetings that ranged from dinner-only events to meetings with 10-600 attendees; duties included sourcing, contract negotiating, hotel logistics, website registration, signage, ground transportation, final billing, and cost savings.
- Integral part of the seven-person team that has flawlessly executed Intel's largest 4000-attendee annual sales conference for the past 10 years; responsibilities included assisting in accurately managing the room block for up to nine hotels, VIP suite assignments, ensuring accurate hotel billing, ground transportation contracts and logistics, party/entertainment coordination, and on-site support.
- Proven skills to work independently or as part of a team, executing seamless events that consistently receive the highest customer satisfaction scores.
- Received Star Performer Award in 2004 and 2006
- Received Amex's highest accolade, the Winner's Circle Award, in 2004 and 2005

1997–2003 Rosenbluth International (Intel Account) Tempe, AZ

Group Coordinator, 2001-2003

- Accurately managed housing for multiple meetings, including maintaining hotel room lists and room blocks, ensuring accurate hotel billing, maintaining up-to-date airline/shuttle manifests, and providing on-site assistance to meeting planner.
- Lead a pilot program to negotiate airline zone fares and discounts for Intel's largest 4000-attendee annual sales conference; successfully negotiated to a 10% cost savings first year, which resulted in Intel continuing this tactic moving forward.

Team Leader, 2000-2001

- Responsible for a team of 12 international reservations agents; responsibilities included monthly one-on-one coaching and development sessions, annual merit increase/review process, interviewing, problem-solving, customer service issues, and monitoring call volume and staffing to maintain Intel's Service Level Agreement.

International Corporate Reservations Agent, 1997-2000

- Accurately and efficiently completed complex international air/car/hotel reservations using both Sabre and Apollo computer reservation systems; responsible for training new hires; developed training manual.

Education 1992-1993 Hamilton Business College Des Moines, IA

- Diploma – Travel Professional; GPA: 4.00.

