

# MONICA S. DORBIN

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## SUMMARY

Innovative meeting planner with proven success in the implementation and management of details related to high-profile events and trade shows. Diverse background in academia, hospitality, consumer goods and health care industries. Developed ability to exceed internal and external client expectations by providing top-notch service as executed through the application of a proactive approach, concise communication and project management. Core competencies:

- Problem-solving oriented
- Solid multitasking/administrative abilities
- Proficient in Microsoft Outlook, Word, Excel and PowerPoint
- Team player or independent worker
- Creative/design sense
- Organized with time management skills

## PROFESSIONAL EXPERIENCE

### **PEARSON EDUCATION, Chandler, AZ**

**2004-2010**

#### ***Exhibits Coordinator/Events Specialist***

Managed meeting and administrative components for digital and basal (*publishing*) teams consisting of regional vice presidents, district managers and over 20+ sales representatives across 15 states.

- Incorporated logistics for more than 200+ trade shows/events yearly ensuring a strong company presence at regional and national levels
- Presented collaboration opportunities to multiple Pearson divisions for effective pooling of resources leading to higher level sponsorships and events
- Increased team efficiency through the development and sharing of a systematic calendar which defined pertinent details for current and upcoming conferences
- Traveled throughout the United States to seamlessly facilitate conference/event details enabling the sales force to concentrate on customer interaction and business development
- Budgeted and maximized cost savings through negotiation of vendor contracts and supervision of hired staff for optimal performance
- Conducted research on upcoming trade shows to ensure meeting of deadlines for items such as hotel accommodations, exhibit registrations, advertising submissions, material shipments and other related items

#### ***Executive Assistant to Vice President of Publishing (Temporary Assignment)***

Handled variety of administrative tasks including scheduling of meetings and travel coordination. Ultimately promoted to full time events position based on exemplary performance.

### **FRANK RUSSELL COMPANY, Tacoma, WA**

**2000-2003**

#### ***Project Coordinator – Russell University***

Supported manager and team with variety of projects related to financial education for internal employees.

- Generated and distributed pre- and post-training materials for participant use and tracking of feedback to monitor seminar effectiveness
- Monitored inventories of meeting materials and office supplies for manager to ensure appropriate quantities were readily accessible

***Project Coordinator – Consulting Division***

Worked within team of project coordinators to complete client assignments for group of 13 financial consultants.

- Applied intermediate to advanced levels of computer knowledge and company specific macro functions to create detailed presentations for consultant access and incorporation into corporate presentations
- Utilized Russell specific software for research of accuracy of data being presented

**E. & J. GALLO WINERY, Bellevue, WA**

**1998-2000**

***Assistant to Regional Manager-Vanguard Division and Washington State Manager***

Supported upper management in all department administration focusing on confidentiality and accuracy.

- Created spreadsheets and presentations for managers and sales team for use as reference during business meetings
- Ordered and distributed POS items for Northwest region staff ensuring current materials were readily available
- Worked closely with sales teams in tracking schedules and weekly/monthly reports to keep managers updated with employees current activities and assignments

**OTHER RELATED EXPERIENCE**

**PAINTED DESERT TOURS AND EVENTS, Scottsdale, AZ**

***Operations Manager – Southwestern Art and Cultural Tours/Events***

Designed and managed all aspects of specialized group tours to exceed owner objectives. Created and implemented artist tour for 8<sup>th</sup> Annual Sunsational Scottsdale Fam to showcase company's unique tour and event offerings. Company liaison for Meeting Professionals International (*MPI*) and Scottsdale Chamber of Commerce. Reviewed incoming and developed sales leads for acquisition of new business

**STARWOOD HOTELS & RESORTS WORLDWIDE, INC., Phoenix, AZ**

***Assistant to Director of Corporate Communications/Investor Relations***

Maintained investor databases and coordinated shipment/organization of materials. Edited and distributed press releases to hotel properties. Supervised temporary employees in completion of various projects.

**MARICOPA MEDICAL CENTER, Phoenix, AZ**

***Continuing Medical Education Coordinator***

Department liaison for attending physicians and resident doctors. Responsible for organizing all meeting registration processes. Conducted onsite inspections and pre-conference meetings with local venues to ensure quality control of programs and finalization of meeting details

**SCOTTSDALE PRINCESS RESORT, Scottsdale, AZ**

***Administrative Assistant to Resident Manager***

Reported directly to resident manager of 600 room – AAA Five Diamond resort providing assistance with an emphasis on timeliness and accuracy. Generated daily statistical reports for manager to present at Executive Committee meetings and maintained and distributed hotel policies, procedures, invoices and purchase orders. Oversaw guest inquiries and organized amenity and VIP requests

***Business Center Supervisor***

Supervised team of 2 to ensure department output aligned with company objectives and goals.

**EDUCATION**

**B.S., Hotel and Restaurant Management**

Northern Arizona University, Flagstaff, AZ

**PROFESSIONAL AFFILIATIONS**

Member of Meeting Professionals International (*MPI*)