

“Driving Excellence In Event Execution & Administration”

Award winning and energetic event planning and administration professional skilled in all facets of the planning cycle. Demonstrated history of employer longevity with 12 years of experience scheduling logistics for high profile events at The Verizon Center. Brings a natural talent and ability to direct others towards a common goal and a unique understanding of how to collaborate, “get things going”, and work effectively with a wide range of people. Career highlights include **promotions in every single role** within the hotel industry and 12 years of employment at The Verizon Center.

Plan | Organize | Direct | Control | Supervise | Execute

Sampling of Experience➔

- ✓ Planned high profile conferences, meetings, and events at hotels in The Pentagon and Old Town area with senior attendees representing various governmental agencies.
- ✓ Played key role in event management administration at The Verizon Center, with over 220 events annually.
- ✓ Provided front to back logistical wedding planning with a specialty in Ethiopian, typically a 3 – 5 day event with over 700 guests and highly restrictive menu details.
- ✓ Coordinated annual Thanksgiving meal with 3,000 patrons circulating the restaurant throughout the holiday.

★ Recipient of The Abe Award/Employee of the Year, The Verizon Center – Seasons 2009 & 2010 ★
★ Employee Of The Month, The Ramada Inn ★
★ Employee Of The Month, The Hilton ★

“Over the years whenever I needed anything from her office, no matter how busy and crazy it was at The Verizon Center, I could always count on a returned call from Michele and whatever the request, if it could be done -- it would be granted with style and class. Not surprised she went to Duke Ellington -- "Sophisticated Lady" -- she is!!”

Client of The Verizon Center

“As an event planning professional I personally identify and challenge myself on a daily basis to meet the same values established by the Monumental Sports & Entertainment organization within The Verizon Center. I strive to provide first-class customer service and value teamwork, collaboration, and transparency. I treat others with respect and act with honesty and integrity in a quest to be innovative, the “first to market”, and provide exceptional events and organizational outcomes.”

Michele Taten, Event Planner

Event Planning Experience

Retail Service Merchandiser, Acosta Sales & Marketing 2013 – Present

Represent Acosta in retail stores to ensure client products are properly placed in attractive highly visible areas and priced appropriately. Assist with other special merchandising activity including new item placement. Collaborate with store managers on product issues and submit product review report that is ultimately forwarded on to client marketing team.

Monumental Sports & Entertainment, The Verizon Center 2001 - 2013

Originally hired as Executive Assistant to President of Facilities, Vice President of Event Planning, and Director of Security. Promoted to Guest Relations Coordinator, a member of a three person team executing day to day operations for front to back event support functions. Coordinated staff, security, police, ambulance, and metro for over 220 events per year, inclusive of games, concerts, family shows and world-class sporting events, as well as home games for the NCAA’s Georgetown Hoyas men’s basketball team.

Guest Relations Coordinator (2011 – 2013)

Executive Assistant to President of Facilities, Senior Vice President of Events, and Director of Security (2001 – 2011)

- **Implemented the automation of First Aid, Lost and Found, and Wardrobe Tracking.** Collaborated with ADI software specialist to gather and transfer massive data records regarding patrons who required first aid assistance at events, lost items, and \$100,000 wardrobe inventory tracking. Crafted policies and procedures and trained 10 key managers on the new program.
- **Assigned as key administrator on initial launch and management of the Galaxy key card security system.** Analyzed, gathered, and transferred data on over 800 employees with specifications on individual access permits within the arena.
- **Designated as administrator on creation of revised Event Employee Handbook.** Collaborated with Vice President to gather, organize, write, and design the layout of an updated handbook that contained revised policies, procedures, regulations, Code of Conduct, and job descriptions of Verizon Center employees ranging from Hostess to Marshall to Ticket Taker. Distributed physical copies of manual at mandated annual staff training seminar and updated Human Resource records to reflect their signature attesting to receipt and understanding.
- **Coordinated annual review and training sessions for 400 employees.** Prepared presentation documentation, managed registration process, distributed confirmations, tracked and updated employee records to reflect attendance.
- **Coordinated executive level meetings** with attendees ranging from Mr. Abe Pollin, Captain of Police/Fire Departments, designated marketing representatives from the Wizards and Mystics, Heads of Transportation and Washington Transit Authority, Presidents of Hospitals, and CEO of Contemporary Services Corporation.
- **Created event financial reporting metrics** including gross and net ticket receipts, rental revenue, concessions/novelties information, and attendance figures.
- **Managed first aid certification training programs.** Contracted instructors, tracked and confirmed registration, disbursed certification cards and updated employee records to reflect class completion.
- **Drafted letters, memorandums, and other executive level communication** on behalf of management.
- **Developed and distributed monthly calendars, event “snapshots”, and pre-event checklists** to Guest Relations management, Verizon Center staff, and vendors including Chief of Police/Fire, Metropolitan Police, Providence Hospital, third party security and crowd management provider Contemporary Services Corporation (CSC), and Washington Metropolitan Area Transit Authority (MTATA).
- **Scheduled training on crowd management, customer service, security and safety** programs for over 400 event personnel.
- **Served as central contact for Accounts Payable.** Managed vendor invoicing process, payroll, timesheets, T & E expense forms, and check requests.
- **Organized and distributed all incident reports** to Verizon Center Management, Legal Department, Aramark Cleaning, Capitals, Wizards and Mystics personnel.
- **Completed Human Resources forms** using information referral forms, departmental records, employee applications, employee record change forms, and termination reports.
- **Administered security prox cards for 800+ Verizon Center employees.**
- **Developed and distributed event projections,** Manager on Duty schedule, and event personnel assignment sheets for VP approval.
- **Scheduled interviews, training, and evaluations** for event staff employees.

Hotel Experience

The Hilton Ballston Commons, Arlington, VA, **Event Coordinator** ✦ **Reservation Agent** 1998 - 2000

The Ramada Inn, Alexandria, VA, **Event Coordinator** ✦ **Night Auditor** ✦ **Front Desk Agent** 1993 - 1996

Education & Technology Skills

University of the Arts | Dance Education | BFA Dance Education | 1992

**Microsoft Office XP 2013, 2010 (Word, Excel, Outlook, PowerPoint, Publisher, Access, FilemakerPro)
ABI Scheduling Management System**