

Christine Kelly Boehm

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Summary

Results-oriented professional with more than 10 years experience in Customer Service, Event Coordination and Administrative Assistance. Strong organizational skills to assist in special projects and provide cross-functional coordination with other agencies to create a satisfying customer experience.

- Outstanding customer relationship management to build rapport, earn trust, and develop long-term relationships with agencies, travel services, and public relations groups to promote company brand.
- Articulate negotiator using active listening skills to coordinate and schedule special events by partnering with outside agencies and tourism promoters.
- Excellent communicator with knowledge of consumer buying behavior that contributes to successful telemarketing campaigns and public relations promotions leading to increased sales and profits.
- Experienced bartender and food service coordinator for special events and dinner parties catering to 200+ patrons, including exclusive high profile guests.
- Flexible and adaptable professional with proven ability to work well in fast-paced, high stress environments maintaining consistent and efficient service.
- Proficient computer skills using MS Word, Excel, Publisher, and exclusive company software to perform records management, inventory maintenance, and promotional collateral.

Core Competencies

Customer Service
Administrative Assistance
Sales & Marketing

Negotiations
Scheduling
Telephone etiquette

Cash Handling
Inventory Management
Bartending

Volunteer Experience

Bayside Church - Citrus Heights, CA

06/10 - Present

Office Assistant

Support administrative and ministry staff by greeting visitors, directing callers to appropriate departments, and monitoring daily emails requesting information. Assist in printing weekly church bulletins distributed during Sunday morning services and providing information regarding church body and services.

Advent Lutheran Church Food Basket - Citrus Heights, CA

02/11 - Present

Bagger

Bag food items for families seeking assistance through this food bank supported by individual and corporate donations. Aide in loading patron vehicles or unloading deliveries supporting food bank.

The Grace Foundation of Northern California - El Dorado Hills, CA

2005 - 2010

Office Assistant

Performed animal husbandry and barn clean-up for rescued or donated equines. Walk-along assistance for children with cerebral palsy to maintain balance on horseback and prevent accidents or injuries during therapeutic rides. Answered phones and provided information to donors, clients or other interested parties.

Flatworks Construction Company - El Dorado Hills, CA

2001 - 2010

Secretary

Supported owner by answering client calls, coordinating schedule and doing go-fer work as needed.

Communicated with subcontractors and relayed information regarding deliveries, materials orders, client needs, and outside agencies relating to permits, ordinances, and bids.

More

Professional Experience (continued)

Cold Springs Private Golf & Country Club - Placerville, CA

2006 - 2008

Food & Beverage Coordinator

Assisted in layout and set-up of tables for banquets serving up to 200+ individuals in a private elegant country club. Coordinated with kitchen staff for food handling, proper table and service settings and buffet-style layout.

- Tended open bar for patrons of special events and provided customer service to establish rapport and keep guests engaged in conversation.
- Served tables as needed, maintaining a steady flow of activity to ensure table service was consistent and constant.
- Selected to assist with special events and holiday banquets based on bartending and customer service abilities and customer relationship management.

El Dorado Hills Community Service District - El Dorado Hills, CA

2002 - 2004

Secretary / Administrative Assistant

Provided extensive customer service aiding local residents with sign-up and attendance of community events and activities. Assisted director with events set-up, including design and distribution of newsletters via email, changing signage advertising events, and coordinating with vendors or agencies to reserve locations and obtain supplies, resources, and materials needed for participation.

- Maintained online database storing account information of resources, locations, and personnel for faster retrieval of information relating to current and future events or activities.
- Meticulous attention to detail when balancing cash drawers at end-of-day ensuring accuracy and preventing bookkeeping errors.

Harrah's Entertainment Inc. - Lake Tahoe, NV

1994 - 1999

VIP Coordinator

Coordinated PR events at hotel/casino confirming hotel reservations, dining and entertainment activities, and air and bus transportation to location.

- Planned menus and themes for special events partnering with hotel food service operations on table displays, buffet set-up, catering needs, and server schedules.
- Orchestrated logistics for catered events for 200+ people, arranging special accommodations for hi-end guests and their families.
- Scheduled hostesses/servers for 10-13 buses per month ensuring visitor accommodations during stay and providing brochures outlining special activities or food service locations.
- Acting VIP Hostess on board and at hotel during length of parties providing customer relations for special needs or requests.
- Conducted extensive telemarketing and public relations to promote hotel and casino to regional agencies securing new business growth and brand identification through prudent corporate marketing strategies.
- Served as bartender at events or activities building customer relationships with patrons and hi-end guests to promote repeat business and referrals.
- Maintained hotel records management and created public relations collateral using MS Word, Excel and Publisher software to create fliers, letters, and a monthly newsletter.
- Processed payroll records for up to 15 special events personnel.