

# Denise Morgan

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Email: [REDACTED]

Phone: [REDACTED]

## Summary

Highly enthusiastic and self-motivated professional capable of leading and managing individuals and teams and entrepreneurial experience in coordinating and managing special events, including corporate and private functions. Able to plan, organize, and lead special events/meetings such as conferences, client workshops, executive meetings, dinners, and festivals. Committed to achieving targeted event goals and objectives, with time management and organizational abilities. Excellent communication skills and superb abilities in fostering positive professional relationships by utilizing excellent communication and interpersonal skills. Ability to communicate with all levels of staff. Proficient in HTML, SQL, DB2, Microsoft Excel, Microsoft Access, PowerPoint, Excel, Publisher, Word, Opera and Hilton OnQ systems, Shelby Financials Software

## Experience

### **Hosting Guests Incorporated; Owner / Consultant March 2021 - Current; Aurora, IL**

- Manage event logistics.
- Provide hospitality services to guests.
- Create a customized guest itinerary.
- Communicate with the guest representative or booking agent to execute the guest's contract rider pages if applicable.
- Design and create a personalized green/waiting room for guests with customized refreshments.
- Create and manage event budget as needed.
- Create an event project plan with marketing guidelines for the client.
- Provide custom concierge services for guests.
- Provide a post-event summary or analysis report.
- Maintain constant communication with guests in advance to ensure complete preparation.

### **Salem Baptist Church of Chicago; Exec. Asst./ Ministry Admin - PT; 10/2017 – 01/2023; Chicago, IL**

- Assisted the Director of Women's Ministry with developing, coordinating, and administrating women's ministry.
- Coordinated and executed ministry events.
- Provided administrative support to the women's ministry leaders in their events.
- Maintained ministry calendar and coordinated leadership meetings.
- Pinpointed ministry improvements for more efficient events
- Maintained a database of volunteers for each ministry.
- Maintained the director's calendar and ministry event files.
- Submitted check requests for the ministry while maintaining and tracking budget expenditures.

### **SpringCM Inc; Event Coordinator; 05/2016 – 05/2017; Chicago, IL**

- Managed and created detailed project plans for all conferences, and events, including timelines, venues, vendors, staffing, and budgets.
- Identified and secured speakers, special guests, and entertainment for each event.
- Coordinated with all internal and external stakeholders.
- Planned event layouts and agendas.
- Managed conference and event logistic details.
- Provided on-site support to attendees, guests, and employees.

- Collaborated with marketing teammates to promote events.
- Analyzed each event's success and proposed creative improvements to the attendees' experience.
- Lead post-event analysis.
- Served as liaison loading leads to HubSpot for the sales team to process.

**Associations Applications Group; Project Manager; 06/2013 – 03/2016;** Arlington Heights, IL

- Managed the process of delivering tradeshow/conference software products to a new client:
- Oversaw the schedule, and interacted smoothly with the client, engineering teams, and product creators.
- Managed specific client relationships and effectively managed daily interaction with clients. This included a regular review of client progress and experience.
- Managed multiple client deliverables simultaneously, while multi-tasking competing priorities
- Interfaced with assigned accounts weekly and addressed clients' urgent needs and deadlines.
- Proactively handled issues efficiently and professionally, both internally and externally, to achieve client satisfaction.

**Executive Event; Senior Event Planner, President; 02/2006 – 02/2015;** Aurora, IL

**Clients include** *Proctor & Gamble, Nicor Gas, Winfree Advisors, Everest College, Quad County African American Chamber of Commerce, Aurora Regional Chamber of Commerce, Orchard Valley Community Church*

- Provided event coordination and onsite event management.
- Negotiated with potential venues for the most efficient use of budget, time, and space for their events.
- Provided on-site event management for employee events.
- Created event layout, including vendor placement and attendee flow.
- Provided RSVP tracking for events and served as event liaison for more than 500 guests.
- Facilitated overnight accommodations for event attendees.
- Provided program coordination for the multiple chambers and membership.
- Coordinated sponsorships and event donations.
- Created and managed distribution of event marketing materials to members and community
- Worked with website support in uploading event and program information to the chamber's website.
- Negotiated with potential vendors and venues for the most efficient use of financial resources.
- Served as an ambassador for the chamber.
- Served as a member of the board of directors for the chamber.

***Education***

**Purdue University;** West Lafayette, IN

- B.S., Computer Technology

***Skills***

Microsoft Office including PowerPoint, HubSpot, SQL, HTML, Outlook, Opera, Salesforce, Cloud Document Management, Google Drive, Hilton OnQ software

***Interests***

Computers, Singing, Reading, Travel, Working with youth, church volunteer, events.

***References***

References are available on request