

VALERIE A. PRONI
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OBJECTIVE

I am offering 20+ years of administrative experience with extensive customer service background and meeting planning skills. I am seeking a position that will utilize and continue my knowledge, experience and passion for others.

PROFESSIONAL EXPERIENCE

National Cattlemen's Beef Association, Centennial, CO

2000-2013

Meetings and Registration Manager

2002-2013

- Plan, coordinate, budget, reconcile invoices and provide onsite management of annual convention, summer conference and small meetings throughout the United States which included:
 - Manage certain vendors
 - Contract negotiations for hotels and vendors
 - Managed hotel blocks for VIP attendees
 - Catering of all meal functions
 - Communication and technology set-up
 - Marketing of brochures, mailings, promotional flyers and website
- Registration Manager for Annual Convention and Summer Conference which included:
 - Hiring and managing registration staff for onsite registration and customer service
 - Program Registration system
 - Manage reports, accounting and customer service calls regarding registration
- Plan annual Christmas Party, staff retreats, picnics and other staff events throughout the year
- Develop and coordinate annual charity golf tournament which included responsibility in fund raising items for silent and live auction
- Chair of Green Initiative Committee responsible for reviewing organizational procedures concerning waste, recycling, and environmental issues for our organization and our vendors

Executive Administrative Assistant, Nutrition Department

2000-2002

- Assisted with planning meetings and preparation of meeting materials
- Coordinated travel arrangements for Director and Associate Director of Nutrition
- Development of presentations and materials as needed
- Planned, organized and maintained a variety of itineraries and agendas for Director and Associate Director of Nutrition
- Budget and reconcile invoices
- Arranged conference calls and website as needed
- Performed a variety of administrative duties

Roadway Transportation Service, Aurora, CO

Customer Relations Agent

1999-2000

- Responsible for 50-75 customer service calls daily
- Successfully resolved all customer issues in regards to location of their freight, cost and delivery
- Organized and committed to customer service needs

Nations Way Transport Service, Denver, CO

Executive Customer Relations Agent

1989-1999

- Responsible for high volume and high revenue accounts for Walmart, Celestial Seasoning, Talbots & Hunter Douglas
- Duties included but not limited to maintaining excellent customer relations, setting up and maintaining accounts.
- Responsible for timely and accurate billing of freight moving through the system according to Federal Regulations

AFFILIATIONS

Member of Meeting Professionals International 2003-2013

- Served as Director of Monthly Meetings on the MPI Board 2010-2013