

PHYLLIS SCHAEFFER

Organized...Detailed...Professional...

(978) 357-8460

resumechick@aol.com

6 Gander Road

Wilmington, MA 01887

Seeking Position As:

EVENT PLANNER

Dedicated, quality-focused professional offering strong leadership qualifications in office administration, event planning and communications. Precise, detail-oriented worker with proven skill in managing large volumes of information and facilitating multiple tasks in deadline-driven environment. Sound judgment and decision-making skills. Specialties include international affairs and networking. Recognized at every step of career path for positive attitude and work effort; maintain highest professional ethics and standards.

- ◆ Advertising & Promotional Campaigns
- ◆ Outstanding Communication Skills
- ◆ Event Planning
- ◆ Leadership Skills
- ◆ Marketing Analysis
- ◆ Public Relations

PROFESSIONAL EXPERIENCE

American Science & Engineering, Inc.

2004- Present

Customer Service Coordinator II/North and South America

Billerica, MA

- Responsible for order processing and installation coordination.
- Handled domestic and international customer inquiries regarding their equipment.
- Coordinated all activity of ten plus Field Service Engineers (domestic and international), maintained and monitored service and training schedule for FSE's.
- Maintained database for equipment service history; ordered and shipped parts; managed off-site spare parts depot locations.
- Quoted and processed payments of spare parts requested by customers; prepare quotes for repairs, moves and installations requested by customers.
- Processed expenses reports and time cards for Field Service Engineers and monthly reports for contract obligations, processed vendor invoices, located dealers and vendors for trucks, sales support and followed up with customers.
- Provided training and support to FSE's and other coordinators; coordinated training schedule with customers.

Business Presence Corporate Gifts/Boston Convention Gifts

Feb 1994 – May 2004

Owner

Boston, MA

- The majority of work included developing gifting and sales incentive programs for corporations throughout the US utilizing gifts, gift baskets, balloons décor and promotional products.
- Worked with over 1,000 vendors
- Published a book for the gifting industry for people just starting out. Chapters included developing a business plan, branding, target marketing, ordering supplies, contracts and shipping, hiring employees and running a successful business.

NOTABLE EXPERIENCE

- Austin Preparatory School** 2005
After Prom Party Committee
➤ Marketing/Donations
- Romance Writers of America New England Chapter Conference** 1997, 1998 & 1999
Event Planner
➤ Managed aspects of assigned events including site selection, hotel contract, food and beverage menus, air and ground transportation, agenda development and review, speaker selection, registrations, on-site supervision of event and budgeting.
➤ Directed the operation and on site management with hotels, conference centers and other vendors and suppliers.
- Romance Writers of America National Conference** 2000
Marriott Marquis, New York City
➤ Reviewed over 300 proposals for workshop speakers
➤ Secured speakers
➤ Coordinated over 70 workshops during 4 day period.
- Billerica Health Fair** 2007
➤ Event Volunteer
- Board of Directors Wilmington Youth Hockey Fundraising Chairperson** 2002, 2003
➤ Researched, planned, coordinated yearly fund raiser
- American Science & Engineering Inc.** 2007
Winterfest Committee
- American Science & Engineering Inc.** 2007
Summer Sizzler Committee

EDUCATION & TECHNICAL SKILLS

- Middlesex Community College** xxxx
Bedford, MA
Meeting and Event Management Certificate
- Massachusetts Bay Community College** Apr 2007
Wellesley, MA
Conference and Event Management Planning Certificate
- Oracle ♦ Photoshop ♦ Access ♦ Microsoft Office Suite ♦ ACT ♦ Outlook ♦ HEAT ♦ Fourth Shift ♦
World Wide Web ♦ various shipping websites

NOTABLE HIGHLIGHTS

- Honored to be the speaker at:
Boston Gift Show Spring Show 2003, Fall Show 2003 "Holiday Marketing"
Boston Gift Show Spring Show 2004 "Building a Better Basket Business"
Atlanta Gift Mart 2004 "Corporate Marketing"
Washington DC Gift Show "Corporate Marketing"
- Business Network International Networker of the Year 2001
New England Chapter Romance Writers of America Service Award 1994