

JULIANA ANDERSON

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PROFILE SUMMARY

Due to my outgoing and enthusiastic personality, I realized the Hospitality and Events Industry was where my true passion lies. I have been able to take pieces of each of these experiences in everything I do, making me a dedicated individual who is able to adapt to any situation. I am committed to creating a unique and memorable experience for every event I take part in.

EDUCATION

2019-2023

TEMPLE UNIVERSITY

- Bachelor of Science, Event and Entertainment Management
- Hospitality and Tourism Management Concentration

SKILLS

- Attention to Detail
- Event Logistics
- Time Management
- Teamwork
- Effective Communication
- Critical Thinking
- Customer Service

PROJECTS

- Owned By Owls Street Festival
- Sustainability Webinar
- PCMA Global Student Competition-Contestant
- Milford Wedding Crawl

PROGRAMS

- Cvent
- Social Tables
- Google Suite
- OPERA
- Cloudbeds
- Tripleseat

WORK EXPERIENCE

Milford Hospitality Group

Banquet Captain
Director of Catering & Events

March 2024-September 2024
September 2024-Present

- Oversaw all aspects of banquet events across eight properties, including ordering, setup, execution, and breakdown.
- Collaborated with the Director of Sales to ensure flawless execution of events according to client specifications.
- Managed banquet staff, including servers, bartenders, and support personnel, ensuring smooth operations and top-tier service.
- Served as primary liaison between client and staff during events, ensuring satisfaction and real-time issue resolution.
- Trained all banquet staff, including captains, servers, bartenders, and setup crews, to maintain high service standards.
- Created and managed client contracts and Banquet Event Orders (BEOs) tailored to individual event needs.
- Scheduled and led BEO meetings to align operational teams and guarantee event readiness.
- Coordinated and executed community events in Milford, PA, including annual music festivals and large-scale street closures.
- Consistently met and exceeded department revenue and budgeting goals.
- Achieved a 19% year-over-year increase in event sales through strategic planning and client relationship management.
- Partnered with the Director of Rooms to coordinate group room blocks, arrivals, departures, transportation, and amenities.
- Worked closely with the Director of Operations on departmental budgeting, P&L reporting, and internal event planning.
- Managed internal event spaces, including setup and scheduling for team meetings and company functions.

Legends at Bethel Woods Center for the Arts

VIP Supervisor(Seasonal)

May 2022-October 2023

- Oversaw operations of the VIP Members Lounge on concert days, ensuring a premium guest experience.
- Collaborated with kitchen staff to coordinate and set up executive lunches for high-profile clients and performers.
- Managed liquor inventory, sales, and distribution for the lounge and special events.
- Delegated setup and breakdown responsibilities to team members, ensuring efficient lounge operations.
- Processed and fulfilled catering orders for private parties and small group events.
- Led banquet service for special events, maintaining high service standards and client satisfaction.

Pennsylvania Horticultural Society

Volunteer Intern

January 2023-May 2023

- Collaborated with event planning teams to coordinate logistics and staffing for the Philadelphia Flower Show, the nation's largest and longest-running horticultural event.
- Maintained strong relationships with past, current, and prospective volunteers to foster engagement and long-term participation.
- Recruited and onboarded volunteer groups and individuals, ensuring coverage for all event needs.
- Assisted in managing Infonet operations—a volunteer network responsible for greeting, directing, assisting, and thanking thousands of show visitors.
- Monitored and maintained volunteer schedules across all Flower Show departments and activities.
- Managed over 4,000 volunteers during the 10-day event, ensuring seamless operations and a positive guest experience.