

BRENDA E. ZELLER | Nelis Court, Telford | 215-771-6620 | brendazell@gmail.com

SUMMARY:

Strong project-event management and leadership skills that enable and deliver a high level of success to an organization. I employ robust relationship building skills in working with teams inside and outside organizations to meet defined goals and objectives.

TECHNICAL SKILLS:

Zoom, Teams, Gmail, Google Suite, Outlook, Excel, Powerpoint, Word, Event Management System (EMS), Maintenance Direct, Instagram, Facebook and LinkedIn.

CENTRAL SCHWENKFELDER CHURCH - Lansdale, PA December 2022 to November 2023

Property Administrator

Manage and coordinate all events and maintenance on the church campus (seven buildings). This includes but is not limited to the following:

- Determine property and building needs and plan accordingly for upkeep.
- Collaborate with the Board of Trustees on decisions and finances for any building improvements.
- Create reports for Trustee's meetings (budgets, projects ect.).
- Work with all vendors for any maintenance or events on campus.
- Manage and coordinate all events on campus. This includes contracts, insurance, staffing, marketing, finances, setups and catering.
- Designed and implemented a Standard Operating Procedure manual for the Community Center and improved the look of the center for renters.
- Communicate and coordinate with church groups for events on campus and other locations off site.
- Interview, hire, train and manage maintenance and event staff.
- Created and maintain a database of all equipment and scheduled maintenance.

SPENCE SCHOOL – New York, NY 2015 to 2020

Event Manager

Responsible for the project management of operational tasks and staff for all on-site school related events to ensure the successful implementation of event goals. This included but was not limited to the following:

- Creating timelines, determining staffing needs and coordination of vendor and logistic teams.
- Responsible for communication with event hosts, vendors, and in-house teams.
- Liaison with event co-chairs, committee, parents, alumnae and trustees for all of their events.
- Responsible for the relationship with external clients which included tours of facilities, event details, contract setup, insurance, and payment processes.
- Hired, trained, and managed event support staff.
- Responsible for the implementation and maintenance of the Event Management Software (EMS) program to include training of staff and parents.
- Managed multiple projects simultaneously with exceptional customer service.
- Maintained professional relationships with partners and other community contacts.
- Developed, evaluated, and improved processes and procedures.

REDEEMER PRESBYTERIAN CHURCH - New York, NY 2011- 2015

Event Coordinator

Responsible for the successful management of organizational events to ensure delivery of a seamless process with a focus on identifying roadblocks and issues in advance. This included but was not limited to the following:

- Assessing client needs, handling operational logistics, contract management and billing
- Coordination and compilation of data to provide valuable event feedback to clients
- Oversee, manage, and troubleshoot EMS event management software system.
- Manage relationships with clients to introduce facility capabilities and any on-going interactions
- Manage relationships with all workmen and delivery personnel

CONCIERGE BUSINESS (INDEPENDENT) - Montgomery County, PA 2008-2011

Owner/Operator offering personal assistance to facilitate work life balance for clients.

- Event planning, home management and organizational assistance.
- Pet care, cleaning services, personal assistant.
- Assist elderly clients in and outside the home.
- Managed financial items, transportation, and shopping.

THE PARTNERSHIP TRANSPORTATION MANAGEMENT ASSOCIATION North Wales, PA 2002-2007

Operations-Event Manager

- Responsible for all aspects of meetings and special events which included marketing, communication and training activities.
- Coordinated meetings, special events, and programs including site locations, menus, supplies, speakers, equipment, media, vendors, presentation packets, advertisements, gifts, agendas and invitations.
- Developed detailed event management timelines and completed expense reports.
- Coordinated marketing efforts for two shuttle bus systems, including handling customer service issues and developing schedules.
- Supervised students and vendors involved in our summer programs.
- Produced all agency publications including newspaper articles, newsletters, press releases and flyers. Wrote some articles and handled layout.
- Maintained agency website, updating it daily and ensuring accuracy of information.
- Developed and coordinated a training program for seniors which was highlighted at a major East Coast transportation conference; this included running events with multiple vendors, leading group and individual training sessions.

Education

EASTERN UNIVERSITY - St. Davids, PA

BA in Organizational Leadership - 4.0 GPA
Graduated Summa Cum Laude
Delta Mu Delta Honor Society

POLLEY ASSOCIATES REAL ESTATE - Lansdale, PA

Real estate license

EVENT LEADERSHIP INSTITUTE - New York, NY:

Virtual Event and Meeting Management Certificate Course

Community Service

Past volunteer work includes involvement on the hospitality team for a large NY church, planning women's retreat and assisting in producing services for a Pennsylvania church with 2,000 attendees. Member of Parks & Recreation Board in North Wales, PA. Hospital volunteer in Lansdale, PA.