JULIAN MERCER

EVENT COORDINATOR

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PROFESSIONAL SUMMARY

Event Coordinator with 5+ years planning conferences, corporate meetings, and social events for hotels and event platforms. Manages budgets, vendors, and timelines, keeps clients informed, and delivers smooth events for groups of 50 to 1,200 attendees.

PROFESSIONAL EXPERIENCE

Event Coordinator Feb 2025 - Present
Hilton, Atlanta, GA

- Plan and run 70+ corporate meetings and weddings a year at a 600-room convention hotel, from first inquiry through on-site delivery.
- Build event orders and run-of-show documents with banquet, audio-visual, and culinary teams so every department works from one plan.
- Manage client budgets up to $180K, tracking deposits and changes and keeping final invoices within 3% of approved estimates.
- Lead on-site setup and teardown for conferences of up to 1,200 attendees, resolving last-minute changes calmly with vendors.
- Collect post-event surveys and record lessons, lifting average client satisfaction from 4.4 to 4.7 out of 5.

Event Assistant Mar 2023 - Jan 2025

- Conducted site tours and tastings that helped sales convert 38% of qualified leads into contracts for the catering team.
- Negotiated rates with florists, audio-visual partners, and decor vendors, saving clients an average of 8% against first quotes.
- Prepared clear client timelines and weekly updates, so planners always knew open decisions, deadlines, and costs.
- Supported 40 weddings and meetings a year with room setups, signage, and registration tables.

Event Operations Associate Jun 2021 - Feb 2023
Eventbrite, San Francisco, CA

- Supported large-venue and festival organisers with ticketing setup, attendee communication, and check-in planning.
- Created event-day checklists and escalation contacts that organisers used at over 120 events nationwide.
- Resolved ticket and entry issues in real time with venue staff, keeping gate wait times under ten minutes at peak.
- Wrote help-centre guides on check-in options and refunds, reducing organiser support tickets about the topic by a quarter.

CORE SKILLS

Event planning | Vendor management | Budget tracking | Client communication | Run-of-show creation | Contract coordination | Venue sourcing | Banquet event orders | Registration and ticketing | Attendee experience | Logistics coordination | Problem solving | Cvent | Microsoft Excel

EDUCATION

B.S. in Hospitality and Tourism Management, Georgia State University, Atlanta, GA

CERTIFICATIONS

Certified Meeting Professional (CMP) candidate | ServSafe Food Handler Certification