

Chelsea Kertes

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2171 Wascana Ave,
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Job Experience

Destination Cleveland

Cleveland, Ohio

Convention & Event Experience Coordinator

09/2017 – Present

- Manage the execution of convention initiatives to positively enhance the attendee experience, such as but not limited to airport meet and greet, volunteer program, food truck event and arts intervention
- Oversee the Destination Cleveland Volunteer Program at Destination Cleveland
- Assist with special projects, events, reports, research and other duties for convention sales and services

Destination Cleveland

Cleveland, Ohio

Convention Services Coordinator

08/2016 – 08/2017

- Manage the 100-500 attendee's conventions coming to Cleveland; assisting the meeting planners to ensure their event is successful, they have a great time in the city, and come back again
- Volunteer Coordinator for the 2017 ABA Marketplace where I managed over 200 volunteers and handled everything including recruitment, orientation, apparel, and on-site management
- Assisted with housing for convention guests, from building the online site to assisting guests to confirm their hotel and make any changing that may be necessary

2016 RNC Host Committee

Cleveland, Ohio

Volunteer Coordinator

07/2016 – 07/2016

- Assisted in managing over 3,000 volunteers that were placed around Cleveland to assist guests
- Managed myTRS, the registration system, and answered volunteer questions by email and phone
- Oversaw the volunteer captains that managed over 90 hotels to ensure that we had a table, materials, and volunteers at each location

Greater Cleveland Sports Commission

Cleveland, Ohio

2016 Donate Life Transplant Games

Events and Volunteer Manager

04/2015 – 06/2016

- In charge of the planning and implementation of five main ancillary events; being the Welcome Reception, Opening Ceremony, Closing Ceremony, Quarter Century Club Dinner, and TGA Beach Party
- Oversaw the volunteer program and recruitment of over 1,000 volunteers; this includes hospitality, apparel, collateral, myTRS registration site, Adopt an Event Program, and volunteer appreciation party
- Prepared, planned, and executed the Awards Program and the Medal Presentation Protocol
- Created a legacy piece to bring the community together and have a lasting memory in Cleveland

Cleveland International Film Festival

Cleveland, Ohio

Community Partner Liaison

01/2015 – 04/2015

- Managed the community partner program for the 39th Cleveland International Film Festival
- Assisted with matching films for each potential community partner
- Once matches were complete, became the main contact and ongoing support for the 177 community partner organizations both before the event and during the festival

Cleveland Special Events Corporation

Cleveland, Ohio

2014 Gay Games Volunteer Coordinator

09/2013 – 08/2014

- Managed the online volunteer registration system (TRS)
- Provided ongoing support and guidance to 3,000 volunteers during the registration process and event
- Created the Adopt an Event Program, which made it easier for groups to volunteer together
- Oversaw the organization and implementation of volunteer hospitality for all venues

Recurring Job Experience

Cleveland International Film Festival

Cleveland, Ohio

Patron Services Assistant

02/2016 – 04/2016 and 3/2017

- For the 40th and 41st Cleveland International Film Festival came back to assist in Patron Services - mainly focusing on the Community Partner Program
- Main contact and ongoing support for the over 180 community partner organizations both before the

Internship Experience

Greater Cleveland Sports Commission

Cleveland, Ohio

2013 National Senior Games

Award and Volunteer Intern

04/2013 – 08/2013

- Responsible for creating the awards distribution plan and the protocol/operations process for the 2013 National Senior Games (NSG)
- Prepared the scripts and organizing the announcers/presenters for all of the Award Ceremonies
- Assisted in recruiting and overseeing over 2,700 volunteers for the National Senior Games
- Planned and coordinated venue logistics/activities for the NSG Volunteer Appreciation Party

Education

Tiffin University, Tiffin, Ohio

Masters of Business Administration: Sport Management

Expected graduation 2019

Baldwin Wallace University, Berea, Ohio

Bachelor of Arts: Sport Management and Public Relations

Minor: Communications

Graduated May 2013, Cum Laude with a GPA of 3.68