

Vivienne van Vliet

Front Desk Associate

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SUMMARY

Energetic and customer-oriented front desk associate with over 5 years of experience in hospitality, specializing in guest relations and administrative support. Committed to cultivating relationships within a diverse community by empowering others and making meaningful connections. Seeking to leverage skills in a dynamic and inclusive environment.

EXPERIENCE

Marketing Brand Consultant, Ambassador 2023 - 2025
The Last Round New York, NY

- Premier boxing facility located in midtown Manhattan providing small group boxing classes, one-on-one personal training and full gym access.*
- Developed strong relationships with both repeat guests and newcomers, anticipating their needs and personalizing their experiences to provide a strong sense of community.
 - Conducted competitor analysis to identify market opportunities and trends.
 - Created digital assets including promotional stickers and QR codes.
 - Installed vinyl graphics with attention to detail, paired with a keen eye for design.

Web Developer 2021 - 2024
Witbe New York, NY

- Tech company offering test automation and monitoring tools to empower video service providers by measuring the true Quality of Experience that viewers receive.*
- Led development of new website targeting product launch—ensuring device compatibility and responsiveness, building out user-friendly interactive components and contact forms.
 - Spearheaded migration from ActiveCampaign to Salesforce, including integration of web-to-lead forms automatically generating up to 500 new leads a day from web traffic.
 - Leveraged Salesforce automation processes to assign leads to the right owners based on criteria, boosting sales efficiency by 40% and reducing manual data entry time by 90%.
 - Technologies used: Javascript, React, HTML, CSS.

Office Manager, Event Coordinator 2017 - 2019
Red Bull Music Academy New York, NY

- Founded in 1998 as a workshop and lecture series for aspiring music-makers, including festivals, stages and club nights in more than 60 countries each year.*
- Sourced talent and vendors and tracked budgets for over 30 large-scale projects, from radio pop-ups in São Paulo to month-long festivals in Berlin.
 - Managed social media analytics and tracked social goals, with RBMA Instagram growing to 117k followers and Red Bull Radio Instagram growing to 20k followers.
 - Processed invoices and non-payroll payments for over 50 international radio shows and all digital editorial content, including invoices, purchase orders and employee expense reports.
 - Managed PTO, vacation allowances and travel itineraries for over 30 full-time employees.

Senior Digital Content Producer 2014 - 2017
Time Out New York, NY

- Media and hospitality business uncovering the very best of what a city has to offer.*
- Led production of digital content during the company's highest traffic period in its 20-year history.
 - Led web production during the company's highest traffic period in its 20-year history, including SEO research, press and networking, and social media strategy.
 - Trained staff on platform and production guidelines, including SEO best practices.

STRENGTHS

- ★ **Customer Service Excellence**
Dedicated to going above and beyond, exceeding expectations and creating memorable experiences.
- 💬 **Excellent Communication**
Proven ability to communicate effectively with guests, clients, team members and shareholders, resulting in strong, long-lasting relationships.

SKILLS

- Interpersonal skills •
- Organizational expertise • Multitasking •
- Time management • Attention to detail •
- Phone etiquette •
- Booking and reservation systems •
- Team collaboration • Microsoft Office Suite •
- Microsoft 365 • Google Suite • Slack •
- Adobe Creative Suite • Salesforce CRM

INTERESTS

- 🐾 **Passion for Serving Others**
Excited to meet new people (and pets!) from all walks of life.
- 📊 **Industry Expertise**
Solid understanding of the current state of both the hospitality and tech industries, including emerging trends.

EDUCATION | CERTIFICATIONS

- B.A. in Economics**
(New York University, 2009–2013)
- Full-Stack Software Engineer**
(App Academy, Spring 2020)
- CPR/AED Certified** (May 2025)

LANGUAGES

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|-----------------|------------|
| English, Dutch | Native |
| Chinese, German | Proficient |