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

English, Dutch	Native
Chinese, German	Proficient