

LIZ MOSER

Experienced professional looking to translating nearly twenty years of experience within the marketing and hospitality industries into innovative educational opportunities for the next generation of business professionals. I use a curiosity-driven approach to push forward in the pursuit of knowledge, ideas, and innovation.

Employment History

The Ritz-Carlton, New Orleans

2016 – 2020

Banquet Administrator

Translate company goals into learning programs to develop existing staff, assist in hiring, build and shape effective relationships with external partners, support multiple departments to enhance customer service for a discerning audience, manage payroll.

- **Strategic Relationship Development:** Continuously sought out key relationships with departments that worked cross functionally with Banquets. Built and maintained relationships with on call employees to ensure continued commitment brand standards and assist with large scale events. Researched local vendors in order to build long term working relationships.
- **Innovation Initiator:** Sought out ways to enhance client experience through education and development training for team. Coordinated creative aesthetic initiative that involved collaboration with local vendor and team.
- **Departmental Educator:** Charged with learning and mastering software and platforms in order to disperse information throughout department.
- **Departmental Knowledge Hub:** Sought out knowledge from multiple departments in order to assist in problem-solving and enhance department. Had working knowledge of HR basics, brand standards, SOPs, mobile apps for hour tracking, Marriott Intranet system, food allergens, and community events.
- **5 Star Employee of the Year – 2017:** Exemplified excellence in teamwork, guest experience, departmental scores, personal commitment to growth, and knowledge of brand standards. Awarded to the top 1% of employees each year.

Restaurant R'evolution

2014 – 2015

Restaurant Captain

Delivered impeccable guest experience to meet the standards of high-level guests, trained and coached colleagues, oversaw a 4-person hospitality team.

- **Experience Curator:** Invited guests to enjoy the ambiance, cuisine, and luxury that Restaurant R'evolution provided. Curated individualized dining experiences based on dietary restrictions, personal celebration, preferences, budget, and/or choice of beverage.
- **Trainer:** Trained new colleagues in the brand standards and serving standards expected by management and guests. Attended training sessions on featured wines and continuously engaged with the culinary team to increase personal knowledge to share with colleagues.

WKRQ Radio

2006 – 2014

Assistant Director of Promotions

Produced special events, managed staff & volunteers, assisted with identifying and pursuing opportunities for partnerships & managing relationships with partner organizations.

- **Brand Ambassador:** Exemplified the vibrant energy and persona of the Q102 brand through interactions with listeners, clients, volunteers, and colleagues.
- **Team Lead/Trainer:** Coordinated set up, events, and tear down with multiple team members to ensure proper execution of the event. Mentored and trained new hires as well as interns in best practices, brand standards, and client relationship building.
- **Digital Assets Manager:** Maintained organization of event photos and videos for archives and client recaps. Created digital recaps for clients within 48 hours of event close.
- **Online Rewards Manager:** Curated and maintained the online rewards program. Created contests, selected winners and ensured prizes were available for timely pick up upon notification of winner.
- **Morning Show Producer:** Fill-in Morning Show Producer for the award-winning Jeff and Jenn Morning Show.

Volunteerism

Culture Aid NOLA

Marketing Director

2020

Oversaw branding, PR, and social media for a growing nonprofit with a goal to connect roughly 100,000 workers with no-barrier aid during times of crisis.

- **Social Media Content Creator:** Curated content and visuals for Facebook, Instagram, and Twitter. Created and maintained social media posting schedule.
- **Social Media Management:** Continuously monitored social media platforms, including engaging with the audience and answering all direct messages/inquiries in a timely manner.
- **Relationship Development:** Reach out and create connections with local nonprofits with a similar goal of assisting culture and hospitality professionals affected by COVID-19.

New Orleans Area Habitat for Humanity

Volunteer

2020

Together with a team from Loyola University, leading a process improvement project to streamline volunteerism, reduce schedule delays, and enhance internal coordination. Developed buy-in from multiple stakeholders, gathered data, and recommended implementation schedule.

- **Process Change Management:** Research and analyze key areas that coincide with one another to create obstacles for streamlined builds and volunteer sign-ups. Required interviews, participating as a volunteer on a build site, analysis of data, and team collaboration.

Education

MBA, Marketing

Degree Received 2020

Loyola University of New Orleans

BFA, Electronic Media

Degree Received 2007

University of Cincinnati

Software/Technology: Atlas Payroll System, Google Analytics (Certified), Mail Chimp, Slack, Zoom, Hootsuite, Trello, Microsoft Office including Excel
