

# Joan M. Buck, CMP, CMM

1611 W. Saint Vrain, Colorado Springs, CO 80904

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## Executive Summary

Award winning professional with extensive experience in building and leading organizations from startup to profitability. Created strong strategic alliances, retained key clients and closed millions in corporate business. Achieved significant cost savings by identifying alternatives and implementing highly effective solutions. Strategically focused with a passion for success. 25 years of work experience with 8 years in management, including a mid-level position.

## Kay Jewelers, Outlets at Castle Rock (2015 to present)

Kay Jewelers offers a variety of fine jewelry from hundreds to tens of thousands of dollars in price. We offer exceptional customer service and great value on all product lines. We are empowered to take care of the customer first and to strategically offer discounts as are appropriate to the sale to meet customer desires.

- Full-time Jewelry Sales Associate
- I am pleased to carry a status of “6 for 6” for the year, which is meeting or exceeding all 6 Sterling Goals
  - Sales
  - Credit
  - Payment Protection Plan
  - Extended Service Plan
  - Repairs
  - Add-ons (selling more than one item per transaction)
- Sell on average \$6,000 per weekend day, allowing me to be a top producer in our store.

## Catholic Health Initiatives (2015 to March 2016), 100,000 employees

The Mission of Catholic Health Initiatives is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

- Executive assistant to the Senior Vice President & CIO, Michael O'Rourke and Interim CTO, Rahul Singh interim, I also provide backup and temporary support to Tanya Arthur, Associate CIO-VP ITS OPS and act as the interim executive assistant to the newly hired VP, Digital Strategy & Innovation, Ron Miner.
- Successfully executed the annual IT Technology Summit with live video streaming production, push-to-talk microphones for the audience.
- Daily activities included:
  - Meetings planning
  - Event management, site selection, and contract

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- Extensive scheduling in Outlook
- Contract flow management
- Business travel and expenses
- Creation of PowerPoint and related documents for business process and strategy.

## **Internet2 (2013 - 2015), 105 employees**

Internet2 is a nonprofit member based organization community of U.S. and international leaders in research, academia, industry and government who create and collaborate via innovative technologies.

Executive Assistant to VP of Community Engagement:

- Managed annual higher education (Carnegie R1 Universities) meetings for university CIOs.
- Effectively created mapping diagrams through systematic approach to determine potential sales territories by market segment as well as geographic location.
- Created global conference calendar using cloud-based Smartsheet technology to establish a centralized location of data for Internet2 global involvement.
- Increased communications efforts with regard to rsvp events using Constant Contact designed surveys.
- Proactively engaged Internet2's new Gender Diversity for Women in Technology initiative for Internet2 members, including Wiki website.
- Daily calendar management, virtual and in-person meetings management, managed off-site meetings, travel and expense management, managed office supply inventory, shipping and receiving, general office management.

## **Hands-On Labs, Inc. (2011 - 2013), 55 employees**

Hands-On Labs, Inc. is a privately held small woman-owned business specializing in distance science education tools.

As Executive Assistant:

- Spawned the PR launch of CEO's new book, interview & speaking engagement tour.

Project Manager, IT & Ops Support

- As the only female member of the IT Project Team, was selected to take ownership of the Customer Experience Project.
- Redesigned the customer experience from pre-purchase, through the online purchasing at the redesigned e-tailer web store, and improved communication through to delivery of product.
- Implemented proactive work processes as well as web store functionality and presence.
- Insperty Timestar and Payroll processing.
- Team Manager, Sales Support Services
- Project manager for SharePoint implementation, including training to staff.

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- Assisted Director of Operations in strategic design of SharePoint for Quality Management System to become ISO 9001:2008 compliant and to additionally organize documents and data for migration to new ERP system
- Conversion of Word documents to Adobe InDesign CS5.5 for R&D
- Support of Sales & Marketing Department in research, marketing, website updates, event planning and management.
- Coordination and implementation of employee events for Human Resources department as well as improved work environment.

### **The Timbers Hotel (2010), 100 employees**

The Timbers is an extended stay, 127-suites hotel with 6,000 sq ft of meeting space, located 15 minutes from DEN Airport, Downtown Denver, North Denver, & the Tech Center.

Group Sales & Marketing Manager

- Gained new business in Government & Corporate Sectors, performed at 140% of goal creating \$323k new business in 5 months.
- Created e-Marketing plans to include affiliate marketing, Constant Contact, and strategic online ad placement. Rewrote web content with moderate redesign, see [www.TheTimbersDenver.com](http://www.TheTimbersDenver.com).
- Implemented use of Wide Area Work Force (WAWF) for electronic billing of government contracts, facilitating payment receipt to 30 days.
- Trained employees on OPERA Property Management & Reservations System.
- Revenue Management through Synxis and OPERA.

### **eMeetingExperts, llc (2002 – 2010), 50 to 1200 attendee meetings**

eMeetingExperts, llc was a privately owned small business offering professional meetings management services along with a hybrid web-enabled attendee data management software product which was built on the Microsoft .NET platform, utilizing SQL server, and a Microsoft Office user interface.

Principal, Professional Meeting Manager, Small Business Owner & Software Co-designer:

- Generated average annual sales revenue of \$500k
- Managed all operations and lead onsite teams for meetings and events with budgets up to \$2M
- Facilitated contract negotiations, media production, speakers and entertainment to provide clients with cost savings on average of 30% to 50%
- Advised clients of optimal site selection based on overall budget, savings, location, and attendee experience to an average attendee satisfaction level of 4.5 on a scale of 1 to 5.
- Client satisfaction levels ran at an average of 4.75
- Co-designed ePlanner proprietary software product for meeting professionals including Sales, Training, Customer Support, QA, Technical Help Writing.

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## **Education and Professional Certifications**

### **Associates Degree in General Studies (2016)**

- Mid-Plains Community College, Nebraska
- 3.7 GPA
- Phi Theta Kappa Honor Society

### **National Academy for Paralegal Studies (1992)**

- Paralegal Certificate
- 4.0 GPA

### **Certified Meeting Professional, CMP (2003)**

- Issued by the Convention Industry Council

### **Certification in Global Meetings Management, CMM (2006)**

- Issued by Meeting Professionals International