

Crystal Hollibaugh

Executive Assistant – Food & Beverage • Las Vegas, NV • (814) 691-2984
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Hardworking, task-driven Executive Assistant with 5+ years of administrative experience (2+ in a large, luxury resort setting). Assists executives and managers on multiple organization levels and facilitates all aspects of internal and external communications. Expert in organization and handling day-to-day administrative and operational procedures to achieve maximum operational impacts and boost department efficiency.

WORK EXPERIENCE

Treasure Island Hotel & Casino, Las Vegas, NV
Executive Assistant – Food & Beverage

May 2019 - Present

As an Executive Assistant, I was a key ambassador/liaison for Food & Beverage. I:

- Managed executive and manager schedules
- Planned and organized events such as meetings, business meals, client dinners and various large events such as Big Game parties in our café, buffet, casual dining and fine dining venues
- Answered phone inquiries, directed calls to proper parties, assisted with guest concerns, reported concerns to management and provided basic company and venue information via phone and email communications
- Transcribed memos and other important department documents, distributing them to the department and across the property as needed
- Assisted in conceptualizing, designing, proofreading/editing, printing and implementing food and beverage menus, promotions, advertisements and programs
- Conducted research, prepared statistical reports and entered data into systems
- Ensured all licensing was maintained and updated and ensured the core values of the property and my department were maintained
- Utilized various software and programs including iCIMS recruiting platform for scheduling and conducting interviews, Kronos for handling time clocks and payroll, Stratton Warren for purchase orders and requisitions, InfoGenesis point-of-sale system, Microsoft Office programs (Word, Excel, PowerPoint, SharePoint, etc.) and Adobe Suite programs (Photoshop, Illustrator, Premiere Pro, InDesign, etc.)

Treasure Island Hotel & Casino, Las Vegas, NV
Communications Specialist

October 2017 – May 2019

Prior to being promoted to Executive Assistant to the Food & Beverage department, I:

- Conceptualized, designed, and deployed graphic designs for weekly and quarterly publications including quarterly newsletters, weekly property updates, etc.
- Conceptualized and produced various other media such as video, photo and print content including banners, posters, memos, newsletters, signs, etc.
- Conducted research of compelling content to increase employee engagement
- Planned, organized and implemented several employee events including craft fairs, wellness fairs, philanthropic events (blood drives, food drives, backpack drives, etc.), employee holiday parties and employee award functions (Employee of the Month/Quarter, Supervisor in the Spotlight and Employee of the Year)

Brown Blankfeld Group – Berkshire Hathaway HomeServices, Las Vegas, NV
Marketing Director August 2014 – October 2017

As a Marketing Director for Brown Blankfeld Group, I:

- Developed and implemented editorial calendars, social media strategies and public relations action plans on team and individual levels for real estate agents
- Conceptualized, designed, and produced various media for marketing properties, including WordPress blog articles and posts, social media posts (Facebook, Twitter, Instagram, etc.) special event flyers, brochures and marketing postcards
- Posted marketing content on real estate websites such as Realtor.com and Zillow
- Created, produced, and distributed video, photo and print content for our director's radio show program, Las Vegas Real Estate NOW

EDUCATION

Bachelor of Arts in Journalism 2014
University of Pittsburgh
Member of Phi Eta Sigma National Honor Society

SKILLS

File Management and Maintenance • Schedule/Calendar Management • Time Management
Client and Employee Relations • Customer Service • Contract Negotiations • iCIMS
Job Candidate Screening/Interviewing • InfoGenesis/POS • Communications
Kronos • Stratton Warren • LMS • Copyediting • Graphic Design • Public Relations
OpenTable/Reservation Management • Event Planning/Management • Data Entry
Research • Content Creation/Management • Digital/Social Media Marketing
Social Media Engagement and Networking • Microsoft Office (Word, Excel, PowerPoint)
Adobe Suite (Photoshop, Illustrator, InDesign, Premiere Pro) • Press Releases
News/Feature Articles • Publishing/Printing • WordPress • Blogging • Photo/Video Editing

FREELANCE EXPERIENCE

VGK Ladies, Las Vegas, NV April 2019 - Present
Contributor/Writer/Administrator

In my spare time, one of the websites/groups I enjoy writing for is VGK Ladies. This website/group is a hockey-oriented one that is strictly for women. In my role, I have:

- Researched and produced potential news, feature and review articles with an emphasis on hockey and the Vegas Golden Knights
- Wrote and edited articles using the WordPress online software for AP style errors and grammatical errors, assisted in story fact-checking and proofreading
- Assisted with social media engagement/management through various platforms
- Assisted in facilitating group events such as watch parties, general gatherings and philanthropic events (First Responders event, charity donation drives, etc.)

REFERENCES

Available Upon Request