

ELIZABETH SONNANSTINE

Columbus Chamber of Commerce, 37 North High Street, Columbus, OH 43215

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SUMMARY

With over 9 years of corporate experience, Liz has proven abilities to build relationships and provide excellent customer service at all levels. She has exceptional organization, time management and communication skills, specifically in the areas of event planning and leading small projects. She is remarkably resourceful and detail-oriented with the ability to multitask efficiently.

PROFESSIONAL EXPERIENCE

Manager, Small Business Council, Columbus Chamber of Commerce

Columbus, OH

1/05 – present

Primary role is to support and enhanced the Small Business Council, which is a representative body of small and emerging business members within the Chamber.

- Coordinate, lead, and execute the initiatives of the Council that are directed toward networking, education, advocacy, communication, and membership.
- Develop, manage and implement programs, events and budgets within the scope of the initiatives of the Columbus Chamber.
- Implement strategies to reach the target audience for Chamber small business activities.

Marketing Coordinator/Account Manager, Applied Performance Technologies

Worthington, OH

8/01 – 12/04

Reputable IT Consulting firm with an extensive range of medium to large Clients in the Columbus region.

- Coordination of 6-person Sales and Recruiting team with 50-70 Consultants at various client sites, while maintaining a high level of integrity to Clients and employees in a competitive environment.
- Quickly built and continue to maintain rapport with existing and new Client Accounts using professionalism and knowledge of Client technical resourcing needs.
- Organized and retain over 10 Vendor relationships and processes.
- Oversee Client requirement specifications, resume presentations, rate negotiations, interview processes and final engagement for 4-6 Clients daily.
- Continual issue resolution and problem solving, including following processes, acting quickly, and documenting details.
- Coordinate and attend job fairs and minority status programs, including membership to Small Business Administration.
- Assist Sales team with Client contracts and RFPs, including PowerPoint presentations, proofreading and research.

Marketing/Sales Coordinator, Silverline Technologies, Columbus, OH

3/00 – 4/01

An India-based IT Consulting firm with Consultants on site or based throughout the US and Canada.

- Provided support for 6-person Sales/Marketing team in the Ohio/Michigan region and over 130 Consultants in all aspects of the office including sales, marketing, and human resources.
- Responsible for weekly updates of typically 5 IT-based resumes and Consultant availability lists, bi-monthly updates of all project reports for Sales, Accounting and Management teams.
- Created, implemented and maintained the monthly payroll deduction and cost of living policies for up to 30 Consultants living in 5 guest houses and 3 hotel franchises.
- Organized constant travel arrangements for Consultants and Executives, including all relocation needs while maintaining a reasonable budget. Researched and upheld Vendor relationships, including hotels and movers; worked directly with Accounting on accounts payable issues.
- Attended and prepared Sales team for software Partnership conferences, including travel organization, promotional items, Marketing literature and PowerPoint presentations.

Office Construction Administration, Fanning/Howey Associates, Dublin, OH

2/99 – 3/00

- Efficiently processed payment applications, change orders, proposal requests, in order to meet strict deadlines for a reputable Architecture firm using Excel, Word, & Lotus.
- Prepared and distributed job visits and letters for up to 6 different projects weekly.
- Remained organized and knowledgeable of specific Ohio State procedures for several projects.
- Assisted the Marketing department in preparing interview and informational packages for presentations, including project descriptions and resumes to School Districts.

PROFESSIONAL EXPERIENCE, CONTINUED

Customer Service Representative, Southwest Airlines, Columbus, OH 6/98 – 12/98

- Utilized Sabre to handle domestic ticketing and reservations, including fare quotes, flight availability, issuing and reissuing tickets in an intense and fast-paced environment.
- Proficiently organized boarding customers, including efficient gate check-in; closed flights by completing detailed paperwork for each flight with minimal errors.
- Successfully handled difficult customer situations, while maintaining a positive and professional approach.

Office Manager, A Supreme Limousine Service, Dublin, OH 4/97 – 5/98

- Recruited, hired, trained and supervised up to 8 fulltime and part-time employees.
- Developed and maintained close corporate client relationships for private transportation service.
- Organized and assigned daily responsibilities and trips to drivers.
- Accurately prepared client billing and monitored payment status.
- With minimal issues, provided 24-hour direct contact between drivers and clients to maintain quality Customer Service.

COMPUTER SKILLS

Proficiency using Microsoft Office tools including Word, Excel, Outlook, and PowerPoint. Experience with Access, Lotus, Sabre, Adobe Photoshop, QuarkXpress and several proprietary software programs.

EDUCATION

Bachelor of Arts, Sociology, Elon University, North Carolina, 1996