Jordan Hayes

Events Assistant

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Summary

Events assistant with nearly 2 years in association events and hotel guest services in Chicago. Supports event planning for 14 conferences and mixers a year, processes 1,200+ registrations in Cvent and tracks vendor spend in Excel. Comfortable across the Microsoft Office Suite and known for steady customer service with attendees.

Experience

Events Assistant

09/2025 - Present

Lakeshore Association Management Chicago, IL

Assistant on a 5-person events team running conferences and member events for trade associations.

- Support event planning for 14 conferences and member mixers a year, from 60 to 1,200 attendees.
- Process **1,200+** registrations in Cvent for the annual conference and answer attendee emails within 1 business day.
- Track event expenses and vendor invoices in Excel, reconciling $180K in spend each quarter.
- Coordinate hotel room blocks, catering counts and AV orders with 10+ vendors per event.

Guest Services Associate

01/2025 - 08/2025

Wacker Riverside Hotel Chicago, IL

Front desk associate at a 420-room downtown hotel with 18 meeting rooms.

- Checked in 120+ guests a shift and resolved billing and room issues with patient customer service.
- Partnered with the sales office on about 30 meeting room setups a month for local businesses.
- Built group arrival lists in Excel for 8 wedding and conference blocks, with zero missed reservations.
- Covered the concierge desk on weekends, booking dinners and tours for 40+ guests a day.

Education

Bachelor of Arts

12/2024

DePaul University Chicago, IL

Communication

Skills

- Event Planning
- Event Coordination
- Cvent
- Registration
- Excel
- Microsoft Office Suite
- Vendor Coordination
- Budget Tracking
- Customer Service
- Attention to Detail

Certificates

Microsoft Office Specialist: Excel Associate

10/2025

Certiport