

DONN PEABODY

PROFESSIONAL SUMMARY

Enthusiastic and well-organized administrative with professional experience in management, data entry, schedule management, and event planning. Client services expert with strong communication, computer skills, sound judgment and an ability to resolve issues diplomatically. Consistently demonstrates a high level of multicultural awareness and adaptability. Provides office services by implementing administrative systems, procedures, and policies; monitoring administrative projects; maintaining suggestion program.

EXPERIENCE

OPERATIONS COORDINATOR, THE ALBERT & TINA SMALL CENTER FOR COLLABORATIVE DESIGN @ TULANE SCHOOL OF ARCHITECTURE

10 / 2015 – Present

- Manages the building, scheduling outside events, coordinating logistics
- Administrative support for staff
- Day to day accounting and financial processing
- Oversees administrative students interns
- First face/voice for most people – answer questions regarding the Small Center.
- Background in managing nonprofit spaces and high end hospitality can handle all personalities.

ASSISTANT TO THE EXECUTIVE DIRECTOR, THE NEW ORLEANS HEALING CENTER

8/2011 – 8 / 2015

- Serve as Event Coordinator for large scale events;
- Ensure adequate staffing for all functions.
- Coordinator for live and online auctions during events.
- Oversee communications with all Social Networks for events, and daily posting.
- Assist with direct marketing initiatives and promotional activities.
- Volunteer Coordinator: Establish and maintain good volunteer relationships with HandsOn New Orleans and other volunteer services.
- Assist the Board of Directors of NOHC, in the daily facility operations including maintenance, billing, vendors, and collection of rental payments from vendor tenants.

Significant Accomplishments:

- Created 3 websites for NOHC and events; Anba DLO, New Orleans Sacred Music Festival and New Orleans Healing Center. (www.neworleanshealingcenter.org, www.anbadlofestival.org, & www.neworleanssacredmusicfestival.org).
- Created and publishing supervisor an online monthly eNewsletter “The Healing Times”.
- Developed and managed a community program “Street University”, to provide classroom and meeting space for the community.

REVENUE ASSISTANCE MANAGER, HOTEL ZAZA DALLAS

8/2007 – 8/2011

- Provided guest services for a 152 room full service boutique hotel and spa
 - Operated Reservations Systems
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- Assisted both Front Office Operations and Sales Department
- Assisted in development of Service Standards for both Dallas and Houston locations
- Assisted with all special events for the hotel
- Fostered an environment of truly personalized service to enhance the guest experience.

Significant Accomplishments:

- Employee of the Month, March 2010
- Employee of the Year, 2010

GENERAL MANAGER, STARBUCKS COFFEE COMPANY, DALLAS, TX

7/1998 – 08/2007

- Responsible for overall operations at a high volume store, including; revenue collection (and targets), employee recruiting, selection, training, and evaluation for nearly 40 employees; store presentation and brand presentation; and corporate compliance.

Significant Accomplishments:

- Oversaw Human Resource functions for 2 locations.
- Developed performance accountability standards for store.
- Collaborated with District Managers to establish philanthropic development committee(s)
- Supervisory efforts fostered advancement of entry-level staff to Assistant Manager and Store Manager positions.

ADMINISTRATION ASSISTANCE, NO/AIDS TASK FORCE

05/1992- 06-1998

GECHAR, LLC, ESSENCE FESTIVAL

7/2013- Current

- Support system to both producers and directors of the main stages of the festival.
- Assist/Escort VIP talent to the production areas to prepare for performances, and then main stages as scheduled.

EDUCATION

TULANE UNIVERSITY, NEW ORLEANS, LA – BACHELOR OF ARTS

SOUTHERN METHODIST UNIVERSITY, DALLAS, TX – ASSOCIATE OF COMPUTER SCIENCE

VOLUNTEER

HANDS ON NEW ORLEANS

WWOZ 90.7 FM

NO/AIDS TASK FORCE