

# Brian Thomas

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## SUMMARY

Program Manager skilled in developing and managing creative processes and strategies, and experienced in providing guidance and support to ensure successful completion of projects.

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## EXPERIENCE

### Venue Manager

#### Abbott Events

March 2022 – January 2023, Kansas City, MO

- Audited current venue practices and developed new business practices to increase profitability of bar packages by 15%.
- Hired and managed 50+ part-time employees, reducing understaffed events by 80%.
- Restructured data collection methods to meet client demand for customisable options without increasing costs or unnecessary stock to venues by incorporating the use of MS Excel and customer feedback solicitation through Google Forms.
- Created training material for new out-of-state venues, leading to a leverage in reduce operational cost.

### Director of LGBTQIA+ Center

#### Guilford College

November 2019 – March 2020, Greensboro, NC

- Steered the Bayard Rustin Center while meeting 100% of the programmatic and administrative responsibilities and maintaining fiscal health.
- Fulfil a calendar of 80+ events and meetings that reached over 1,000 students and 500 community members.
- Organized 30+ volunteers, assigned projects and conducted performance evaluation of subordinates.
- Spearheaded a proposal to design and launch an art gallery program for queer emerging student and local community artists.
- Sparked collaboration efforts across campus agencies and raised \$9,000 towards project completion.
- Formulated monthly trainings centred on LGBTQIA+ health, community building, and education.

### Executive Personal Assistant to CEO

#### ZacLiving360

July 2018 – October 2019, Dallas, TX

- Completed executive administrative duties, enabled information flow and effective organizational spreadsheets, data entry and calendar management.
- Pioneered the creation of new process models that eliminated unnecessary meetings by 25%, while significantly reducing the time to complete meeting minutes, resulting in a decreased number of overtime hours by 95%.
- Spearheaded the editing of 6 video scripts and blog content for the website to support the content creation process.

### Events Administrative Assistant

#### Hyatt

February 2018 – October 2018, Dallas, TX

- Provided daily administrative support to a 9 person Events Department for a 300-person luxury hotel with 34,000 square feet of event space.
- Managed a department calendar with at least 500 yearly events, and scheduled client meetings.
- Established a new commission payment process, reducing payment turnaround times from 6+ months to 2 weeks. Accomplished by establishing a collaborative relationship with the finance department.
- Created a training seminar and distributed handouts to introduce a new process to Events and Sales Departments.
- Enabled the event team to meet 100% of their quarterly financial and customer goals while increasing the number of direct supervisors by 50%.

### Wedding & Event Planning Intern

#### Adrienne & Co

August 2017 – February 2018, Denver, CO

- Provided cohesive event support for senior managers by participating in all phases of project management from planning and set up through execution and post-event follow-up, resulting in 100% client satisfaction.
- Coordinated donations and initial budget planning for the silent auction, allocating a \$50K budget, and helping to raise \$75K at the gala.
- Produced and art-directed a styled wedding campaign shoot identified and published in a digital wedding publication and received over 10,000 views.
- Assisted in creating event design concepts for client presentations, establishing and adhering to timelines and budgets, and providing on-site logistics and day-of problem solving.

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## EDUCATION

### Master of Arts in Culture, Creativity & Entrepreneurship

University of Leeds • Leeds, United Kingdom • 2022 • Graduated with Distinction (top 5%)

### Bachelor of Arts in Sociology

Dickinson College • Carlisle, PA • 2017

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## SKILLS

Project Management, Program Management, Process Development, Budgeting, Event Management, Event Budget, Qualitative & Quantitative Research, Professional Writing, Experiential Design, MS Office Suite, Google Suite, Problem Identification, Solution Development, Prioritization, Empathetic Leadership, Active Listening