



SUZANNE LE BESNERAIS

OPERATIONS MANAGER

PROFILE

I am a dynamic operations manager with experience in administration, logistics, forecasting, scheduling, strategic planning, and sales & relationship management with over three years of Salesforce experience in different environments. I am pursuing opportunities in business operations and logistics coordination. I am looking to expand my knowledge and insights, using my skills, to foster successful business decisions.

PROFESSIONAL SKILLS

Bilingual: French, English
Salesforce & CRM Management
Self-Starter Mentality
Microsoft Suite
Quickbooks
Solutions-Oriented
Attention to Detail
Adaptable & Organized

CONTACT INFORMATION

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EMPLOYMENT HISTORY

ADMINISTRATIVE ASSISTANT AND FRONT DESK AGENT

Mountain View Pain Center | Lone Tree, CO

January 2024 - Present

- Scheduling and calendar management for multiple entities
- Support complex administrative functions, and database management
- Organize patient information with a high degree of confidentiality
- Process analysis and amelioration including developing SOPs

EVENTS MANAGER

Denver Metro Chamber of Commerce | Denver, CO

February 2023 - December 2023

- Organize & manage logistics for large scale events up to 1500 guests
- Full concept planning, tracking, program execution, and task delegation
- Vendor vetting, quote comparison, budget analysis
- Create Standard Operating Procedure documents and training

OPERATIONS COORDINATOR

Two Parts LLC - Various venue spaces around Colorado

February 2022 - December 2022

- Full execution of logistics planning for multiple projects simultaneously
- Permit processing, timeline management, contract negotiation
- Vendor, staff, and volunteer coordination, inventory management
- Budget forecasting, settlement, expense management, needs analysis

TICKETING AND SALES PROGRAM MANAGER

Thirteenth Floor Entertainment | Denver, CO

March 2021 - January 2022

- Build and manage ticketing sales, tracking, and platform functions
- Recruit, hire and train sales team for group and recurring sales
- Develop and implement sales processes through Salesforce CRM
- Marketing review, strategy development, and engagement tracking

PREMIUM EXPERIENCES SUPERVISOR

Live Nation Entertainment | Denver, CO

March 2019 - July 2020

- Conceptualize elevated value-add opportunities and offerings
- Inventory management, needs-based pricing & sales strategy
- Monthly and quarterly forecasting, reporting & trajectory analysis
- Maintain sales pipeline and CRM, customized marketing outreach

EDUCATIONAL HISTORY

BACHELOR OF SCIENCE: DOUBLE MAJOR - MANAGEMENT, MARKETING

Metropolitan State University of Denver | 2013 - 2016

Concentration in business operations & management, and sports marketing

PROFESSIONAL ENDEAVORS

DENVER WOMEN'S SPORTS COLLECTIVE: ACTIVE MEMBER

Networking group of sports, entertainment marketing and sales professionals

THE ARMORY DENVER: DIRECTOR OF OPERATIONS

Non-profit DIY collaborative curating concerts and dynamic art performances