

# Cassandra Stolze

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## Professional Summary

Experienced event management professional with a proven track record of success in coordinating and delivering educational programs at Harvard Business School within the Executive Education Program Delivery team. Skilled in process improvement, training, and relationship-building, with a keen focus on driving operational excellence and client satisfaction. Demonstrated ability to lead program engagements, oversee intern programs, and foster connections with stakeholders at all levels. Committed to maintaining high standards of quality and efficiency while navigating fast paced and dynamic environments. Holds a Master of Liberal Arts in Industrial Organizational Psychology from Harvard Extension School. Diligent and adaptable professional with a passion for continuous learning and growth. Provides expertise and empowering leadership, along with a safe, productive, and enjoyable work environment.

## Employment History

### Harvard Business School Executive Education - Program Delivery

Boston, Massachusetts

#### *Program Specialist*

August 2023 – Present

- Serve as a process expert for the department, including assessing processes that are used across program delivery, identifying the need for new processes, while monitoring and updating current processes as necessary. Projects may include technology initiatives, operations, internal and external partner support, and other assigned projects.
- Train and onboard new Program Coordinators during their first 90 days
- Serve as a resource in supporting other teams when complicated exercises, negotiations, or simulations arise
- Oversee the program delivery summer intern program including hiring, partnering with the delivery teams to implement a process for assigning work, managing workload across teams, and providing ongoing feedback.
- Focus on building relationships with directors and constituents across Executive Education Department
- Coordinate and lead small program engagements, including managing executive committee programs, and other one-week programs.

### Harvard Business School Executive Education - Program Delivery

Boston, Massachusetts

#### *Senior Program Coordinator*

June 2021 – August 2023

- Maintained high standards throughout existing Program Coordinator role responsibilities
- Assisted in training and onboarding new Program Coordinators, specifically responsible for training how to construct the Learning Community Database
- Served as a resource in supporting other teams when additional support was needed
- Hosted Coordinator Forums and Coordinator Roundtables to discuss how to alleviate departmental challenges

### Harvard Business School Executive Education - Program Delivery

Boston, Massachusetts

#### *Program Coordinator*

June 2019 – June 2021

- Planned and delivered a global program in Mumbai, India three times, while partnering with on-site staff, vendors, and stakeholders
- Primary contact and support for executives and HBS Faculty participating in HBS Executive Education Programs
- Coordinate and host online sessions including sharing documents and videos, administering polls, coordinating breakout rooms, monitoring attendance, and facilitating communication with faculty, participants, and the technology team, delivered primarily via Zoom, the Live Online Classroom, or in coordination with HBS Online
- Worked alongside other HBS support departments including Operations, Resource Allocation, Media Services, Housekeeping, Catering, and other constituents to ensure appropriate operational support was received
- Worked closely with faculty to confirm session details, coordinate program materials, arrange IT and AV needs, and provide classroom support
- Collaborated with other internal stakeholders, including Program Directors, Admissions, Program Advising, Finance, Client Services, Associate Directors, Coaching, external vendors for on-site and off-site events etc.

### Hoaglin Fine Catering

Indianapolis, IN

#### *Catering Sales Manager*

December 2018– March 2019

- Managed all aspects of the event planning process, including collaboration with subcontractors and budget tracking from conception to completion of all events

- Researched potential new clients and developed relationships by reaching out via phone and in-person visits in attempt to secure new business
- Developed and nurtured existing client relationships upon event completion to ensure clients' needs had been met to enable repeat business
- Networked with local businesses as well as attend networking events (Visit Indy, Indy Chamber, Young Professionals, PWG, ILEA etc.)
- Maintained a calm in the storm presence when presented with stressful or difficult situations. Diffused problems both quickly and quietly to not alert clients or guests

### **Harrison Lake Country Club**

*Outside Event Sales Specialist*

Columbus, IN

November 2017– November 2018

- Doubled profitability of events by market price comparison research, ensuring flawless customer service, and networking efforts to gain new clientele
- Coordinated events with corporations including Cummins, Toyota, Stewart-Hass Racing, and NTN Driveshaft
- Ensured clients seamlessly achieved budget, timeline goals, audio visual, and food and beverage requirements
- Guaranteed client satisfaction from initial site visit and event planning to day-of-event execution and post-event follow-up

### **Columbia Club**

*Corporate Catering and Sales Manager*

Indianapolis, IN

October 2016 – October 2017

- Responsible for \$1.0 million of annual revenue in banquet and member events
- Created event orders, from start to finish, for events encompassing 10-500 attendees
- Coordinated upwards of 350+ events in a one-year period to include: catering needs, audio visual, room set-up, overnight rooms, event timelines, and breakout sessions
- Operated all club corporate events including multiple day conferences, all-day business meetings, small training sessions, dinner receptions, fundraisers, silent auctions, and graduation ceremonies

### **Walt Disney World- Internship**

*Skipper, Jungle Cruise at Magic Kingdom*

Orlando, Florida

August 2013 – August 2014

- Responsible for individually entertaining 500+ guests daily
- Produced unique comedy scripts to deliver aboard cruises
- Fulfilled Disney's Five Key Basics: Safety, Courtesy, Inclusion, Show, & Efficiency
- Attained high levels of guest satisfaction during tours and guest interactions

## **Education**

### **Harvard Extension School**

Master of Liberal Arts, Extension Studies,  
Harvard University Field of Study: Industrial Organizational Psychology

Boston, Massachusetts

Graduation May 2023

### **Indiana University Purdue University Indianapolis**

Bachelor of Science, Tourism, Convention, and Event Management

Indianapolis, Indiana

Graduation May 2016

### **Study Abroad Experience**

University of Wollongong

Wollongong, Australia

July 2015 – December 2015

## **Certification**

### **Harvard Extension School**

Organizational Behavior

Boston, Massachusetts

Completed August 2021

## **Committees**

- Logistics Committee August 2023 - Present
- Diversity, Inclusion, Equity and Belonging  
Talent Acquisition and Retention Committee December 2020 - Present
- Connecting Y'all Committee August 2019 - Present