

# PEDRO VERA

## Operations / Events

+447749203143

@ pm.vera2@gmail.com

pedrovera.info

### SUMMARY

Event Operations professional with over 8 years of experience in operations and event production expert in team management and customer service enhancement. Graduated in Music Business and Communications.

During the last few years, my recent roles have given me the opportunity to expand my skill set and knowledge in other key areas of the industry. This includes, but is not limited to, artist booking, media editing, and digital marketing.

### CAREER & EXPERIENCE

#### FOH Manager / Events Assistant

##### Big Penny Social

01/2022 - Present London, UK

Role Description:

- First point of contact for bookings, private hires, and external promoters.
- Responsible for all reservations through Collins software, and customer service communication channels; email, social media and Google reviews.
- Provide training for all the FOH team and facilitate on-going training sales plan for each team member.
- Managing events registration and ticketing, always offering a warm and friendly welcome to all our guests.
- Database management for artists and partners, scheduling event plans, and keeping track of the logistics before and after the events.

#### Duty Manager / Events Assistant

##### Big Penny Social

07/2020 - Present London, UK

Role Description:

- Managed over 150 events annually, handling operations of up to 1400 attendees each.
- Coordinating teams of up to 50 members; staff, security and freelancers.
- Understanding of all in-house AV set-ups to adjust them for events and resolve technical issues when necessary.
- Create visually compelling designs for marketing materials, including posters or flyers following branding guidelines.
- Booking live music artists, DJs, comedy and other acts according to the events scheduled in our programming.

#### Events & Societies Officer

##### Point Blank Music School

09/2019 - 02/2022 London, UK

Role Description:

- Representing and engaging with all students across both London campuses.
- Working closely with the Marketing Team to support the promotion and execution of all student events, societies and marketing campaigns.
- Supporting the Events Department with planning, and promotion of events outside the campus.
- Student Mentor, helping students to develop their knowledge in marketing, copyright or other aspects of the music business.

#### Venue Assistant

##### Village Underground

09/2018 - 10/2021 London, UK

Role Description:

- Support the operations and management team across different events, including live music, club, and corporate.
- Assist with ticketing operations and entry management during events.
- Ensuring riders and backstage areas are professionally presented.
- Greenroom setup, greeting artists and their teams on their arrival at the venue.

### EDUCATION

#### BA (Hons.) Music Industry Management

##### Point Blank Music School

09/2019 - 07/2021 London, UK

#### BA Media Communications

##### University of Sevilla

09/2010 - 06/2014 Sevilla, Spain

### SOFTWARE SKILLS

Monday	Excel	Asana	Notion
Adobe Premiere Pro	Microsoft Office		
WIX	Squarespace	Mailchimp	
Hootsuite	Dice Access	Eventbrite	
Design My Night	PowerPoint		

### LICENCES/CERTIFICATIONS

-  **Personal Licence Holder, Level 2**
-  **Emergency First Aid, Level 3**
-  **Fire Marshal (RQF), Level 2**
-  **Good Night Out Certificate**
-  **Forklift Licence, B1**
-  **Driving Licence, B1**

### LANGUAGES

<b>Spanish</b> Native	
<b>English</b> Native	
<b>Italian</b> Advanced	