HEADLAND

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Hello,

I'll be upfront: I'm not a Cvent developer, and I won't pretend to be. What I am is someone who has spent fifteen years in the exact space BW lives in - the gap between event technology and the people it's supposed to serve.

At LVMH I ran client services operations across five Maisons inside Salesforce Service Cloud and Genesys - the same Salesforce your team integrates with platforms like Cvent and Swoogo every day. At Prada I built a 47-person service team from scratch and held it at zero involuntary attrition, which taught me everything about staffing, training, and keeping a team steady when the pressure is on. And in my agency years I managed web and digital projects for Nike, Intel, and T-Mobile, so I know the build side too.

Contractor work suits me. I'm good on my feet, I'm good with demanding clients, and I genuinely like the organized chaos of live events - the registration desk at 8am, the badge printer with opinions, the session scan that has to work. That's the work your clients remember.

I'd love to be one of the people you call.

Best,
Steven