



Alex Vincent

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Head of Events and Travel Services

Multi-lingual leader (French, Spanish, Catalan, English, Italian) with international experience in spearheading the execution of top-class sports events while providing travel services.

Proven expertise in all facets of event management, including event production and delivery, accommodation operations, guest relations, staff training, facility maintenance, and financial management. Adept at surpassing/exceeding client expectations by delivering exceptional event services from concept development to strategic execution. Well-versed in providing top-tier hospitality services to create unforgettable moments and ensure ultimate guest satisfaction. Skilled in enhancing vendor coordination, negotiating contracts, and cultivating/nurturing robust client relationships through effective communication and tailored event solutions. Instrumental in creating optimal venue layouts, managing event budgets, and driving revenue growth through implementation of initiatives.

Core Competencies

- Sports Event Management
- Guest Experience Enhancement
- Venue Selection & Negotiation
- Travel Services Optimisation
- Budgeting & Cost Control
- Event Staff Supervision
- Risk Assessment & Mitigation
- Travel Management
- Accommodation Management
- Client Relationship Management
- Vendor/Stakeholder Relations
- Team Building & Leadership

Professional Experience

Concacaf, Miami, USA

2022 – 2023

Head of Event & Travel Services

Developed and employed comprehensive strategy for various event-related aspects, including travel, hotel accommodation, room block management, catering, and audio-visual (AV) services, as well as ground transportation, charters, protocol, and event operations. Performed multiple tasks in providing event/travel services, such as strategic planning, site inspections, venue selection/negotiation, budget creation, event registration, onsite staffing, reconciliation, and reporting. Ensured strict adherence to Concacaf's policies throughout entire event management process whilst maintaining high standards of compliance and professionalism.

- Showcased expertise in event planning and management by delivering 37th Ordinary Elective Congress in 2023 in Guatemala.
- Contributed to successful execution of events within organisation by collaborating with internal stakeholders, vendors, and partners.
- Demonstrated strong leadership skills by managing and supervising department's activities and ensuring effective coordination with key clients on organisational goals.
- Provided top-notch service to event guests through seamless development and maintenance of policies, service levels, hospitality plans, and cultivation of robust relationships with association members.

UEFA, Nyon, Switzerland

2012 – 2022

Accommodation & Conferences Manager

Sourced, selected, and secured hotels, venues, and suppliers within tight timelines, demonstrating strong negotiation and vendor management capabilities. Conducted contractual and rate negotiations with multiple hotel providers and

chains to secure rooms/hotels on favourable terms. Supervised onsite operations, including guest arrivals and departures, meeting arrangements, rooming lists, F&B coordination, and invoicing. Drove continuous improvement for future events by conducting post-event reporting and data analysis. Signed tailor-made global hotel agreements with three of world's largest hotel chains through cultivation of robust relationships and establishment of strategic partnerships.

- Accomplished successful delivery of nine UEFA Champions League finals from 2013 to 2021.
- Orchestrated 2020 UEFA Champions League Final 8 in Lisbon, managing event during challenging backdrop of COVID-19 pandemic.
- Managed end-to-end project lifecycle, from bid phase to successful staging of events, showcasing expertise in project development and delivery.
- Recruited and mentored three interns on event planning and management, eventually promoting them to coordinator roles on basis of exceptional performance.
- Established accommodation and meeting concepts for wide range of room requirements from 20 to 5,000 rooms whilst adhering to UEFA service levels and internal protocols.
- Handled numerous properties simultaneously with precise management of extensive room blocks, exceeding 1,000 room nights per hotel and up to 12,000 room nights per event.

MCI Group, Geneva, Switzerland

2010 – 2012

Project Manager

Developed tailored accommodation concepts in accordance with specific target groups and also aligned with bidding requirements across multiple shortlisted venues. Increased revenue and reduced cancellation fees through consolidation of UEFA accounts.

- Managed a dedicated hotel administration team of five staff members as well as maintained budgetary control for different events.
- Handled comprehensive sourcing and negotiation of all hotel accommodations for UEFA's premier club competitions, including Champions League and Europa League, throughout season.

Additional Experience

Venue Manager 2010 FIFA World Cup, Aristeia Sport, Johannesburg, South Africa

Project Manager, Euro-Sportring, Amsterdam, Netherlands

Deputy Venue Manager at Olympic Venue Sauze d'Oulx, 2006 Winter Olympic Games, Torino, Italy

Education

Bachelor Degree in Sport Hospitality & Tourism Management

Ecole Supérieur du Sport et du Tourisme, Paris, France, 2005

Brevet de Technicien Supérieur (BTS) in Hospitality & Tourism Production

Institut Supérieur du Tourisme Peyrefitte, Lyon, France, 2003

Languages

French, Spanish & Catalan – Native | **English & Italian** – Fluent | **Dutch** – Conversational