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Global Consulting & Solutions
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Executive Biography



Jennifer Durning Hospitality Operations & Experience

Jennifer has a proven record of success managing projects in the hospitality industry. She is a solutions-focused manager who can think on her feet and is adept at creating beneficial working relationships with all levels of the client workforce while building, training, and inspiring teams who excel at driving client and guest satisfaction.

Jennifer served as Vice President, Business & Operations, for JPMorgan Chase & Co. Here, she was responsible for operational oversight and overall quality of the conference centers, catering, and concierge services, including client centers, dining services, cafés, micro markets, and pantries. Jennifer managed and developed vendors, and operations teams, including employee services programs, food service and conference centers. She established conference meeting planning procedures and customer service expectations, aligning the staff responsible for conference planning services throughout the company's managed conference space. Additionally, she leveraged the company's property management system data to optimize the utilization of conference centers and amenity locations while enhancing the workplace and employee experience, simultaneously reducing external expenses for the firm.

Other prior experience includes Meeting & Event Manager and Hotel/Front Office Operations at W New York Hotel in New York City, Sheraton Parsippany, NJ, and the Providence, RI, Marriott, where the client roster included financial institutions, socials, non-profit and large events.

Jennifer received her Master of Project Management from Keller Graduate School of Management, DeVry University, in 2019. She earned a B.S. in hospitality sales and meeting management and an A.S. in hotel/restaurant management from Johnson & Wales University, Providence, Rhode Island. Jennifer is a Certified Meeting Professional through the Convention Industry Council and a member of the Project Management Institute (PMI) working toward her PMP certification.

Client Engagements:

Jennifer is available to offer support on a consulting basis for individual projects and as an ongoing expert. Her skills include contract and vendor negotiations, budget forecast and oversight, optimizing conferencing and amenity spaces, conference and event operation training and designing and executing events.

Jennifer is a passionate operations leader, collaborator and manager of complex projects.



Strategic Planning



Hospitality Operations



Project Management



Conference Services

