

OBJECTIVE

Creating a one of a kind experience for Guests while also showing Inclusion, Safety, Courtesy, Show, and Efficiency. Committed to providing outstanding hospitality standards, while also creating Magical Moments for our Guests.

WORK EXPERIENCE

WALT DISNEY WORLD COMPANY

*Relief Front Desk Supervisor, Club Concierge, Groups Assistant,
& Back Office Support*

Oct 2021 - Present

- Aiding Guests with checking in, checking out, tailoring plans to meet each Guests needs.
- Having extensive knowledge of Walt Disney Parks and Resorts, by engaging Guests in conversation and providing suitable recommendations.
- Received Quarterly Award for Confirmation of Excellence by showing outstanding job performance, thoughtful Guest engagement, with a quality and dedication to the philosophy and tradition of Walt Disney Resort.
- Implemented new training material to for new cast members at Disney's Caribbean Beach Resort, while also working with leadership to improve upon Runners Room.
- Providing personalized and high level of Guest Service that is expected of the Walt Disney Company and of Club Concierge.
- Operating systems such as Lilo, Hotel Experience, A La Carte, Guest Service Suite, HotSOS, WEBBEO, Microsoft Office suite.
- Assist in booking large convention group Guests while also partnering with clients, vendors, and staff to ensure successful organization of events.
- Designed monthly posters for the Courtesy Inclusion Association (C.I.A) that were centered around the topics of that month, to help engage cast in discussions.
- As a FSA working on making wins into loses, organized cast members with CDS, helped CM with solving difficult situations while also delivering Walt Disney standards of hospitality.

DINGERSDESIGNSS

Small Business Owner

December 2020 to October 2021

- A self thriving business focused on bringing Guest satisfaction and joy through artistic design and idolized pieces.
- Demonstrated my entrepreneurial ideals, through manufacturing, individually marketing, and budgeting my own Small Business shop.

MCDONALD'S

Shift Manager & Crew Member

July 2017 to July 2020

- Managing a clear and concise operation where all employees feels empowered and appreciated, provided individualized feedback and recognition to all employees equally.
- Successfully meeting goals that are set by the company such as 100 cars in drive thru per hour.

LEBANON VALLEY COLLEGE

Assistant Field Hockey Coach & Fundraising Director

August 2017 to December 2021

- Facilitated the organization group funding of a 25 person team, to produce roughly \$5,000 for team use.
- Partnering with sponsors and organizations for fundraising opportunities, acting as a Team Liaison.
- Learn how to give proper feedback to each player to help them better grow as a player.

EDUCATION

Lebanon Valley College

- *Bachelor of Science in Digital Communications*

TECHNICAL SKILLS

Adobe Suite, Microsoft Office Suite, Canva, Social Media,
Google Drive