
SUMMARY

Dedicated and passionate advocate of excellence in guest service. Quick to develop and implement plans to improve operations and guest satisfaction while working through and solving pressing challenges. Continually recognized as a leader among peers for exceptional contributions in advancing guest service, staff development and the streamlining of operational processes. Skill competency includes:

- Leadership
- Task Management
- Communication
- Mentoring
- Facilitation
- Team Building

EXPERIENCE

Walt Disney Parks and Resorts U.S., Inc. (4)

Resort Frontline Service Advisor; *January 2011 – Current*

Responsible for providing frontline support and leadership to a team of over 80 front office staff at Disney's Pop Century Resort.

- Advise, assist and coordinate staff as needed with guest service driven tasks and handle challenging guest service escalations by providing immediate and appropriate situational recovery.
- Monitor workforce performance/productivity and actively coached individual employees on best practices related to company policy, service aptitude, technical skill and career development.
- Manage a variety of rooms control functions (including inventory and room assignment) by leveraging complex computer systems.
- Recognize operational opportunities and create new innovative processes that ultimately deliver in creating staff and guest wins.

Lilo Project Roll-Out Facilitator; *Special Project Assignment September 2010 – January 2011*

Facilitated and further enhanced existing training materials and scripts for the roll-out of Disney's new resort property management system, for frontline staff in resort front offices.

Resort Guest Service Operations Support Host; *January 2009 – January 2011*

Coordinated and delivered exceptional frontline service and support for lodging operations at *Disney's Contemporary* and *Polynesian Resorts*.

- Responsible for checking guests in and out, assigning rooms, reconciling accounts and handling complex reservation oriented tasks using Disney's property management systems.
- Provided extensive knowledge of the *Walt Disney World Resort* to guests when planning stays.
- Immediately responded to challenging guest situations and provided appropriate service recovery, using resources that reflect low cost and provide a high level of value and guest satisfaction.
- Developed new operational tools/processes and drove operations training for resort front office.
- Gained valuable experience in performing a wide variety of front office roles *including Themed Greeter, Front Desk Cashier, Runner, Concierge, Club Concierge, Curbside/VIP Arrivals Support, Operations Support* and *Frontline Service Advisor*.

Food and Beverage Host & Resort Orientation Facilitator; February 2007 - January 2009

Responsible for coordinating guest service at 'Ohana, a high volume Disney table service dining location.

- Provided frontline service with regard to check-in and tours of the location. Managed table assignment, the location's transaction processing area as a general teller and oversaw the orderliness of documentation related to the operation's financial aspects.
- Lead operations training related to all of the above responsibilities.
- Facilitated staff orientations at *Disney's Polynesian Resort*. Imparted knowledge and sense of pride to employees on the resort's unique culture and the use of the *Disney Service Basics*.

Off Leash Developments, Teen Publications

Editorial Director; December 2001 - January 2007

Managed the successful re-launch of an online publication targeted to technology enthusiasts.

- Lead a team of 15 direct reports in the operation of an online publication with upwards of one million impressions monthly. Motivated and coached staff to maintain a stable and growing operation.
- Developed original strategy, design and game plan to deliver excellent editorial content and community features for the targeted audiences.

Apple User Group Advisory Board for Apple Inc.

Event Planning Committee Member; September 2005 - January 2007

Contributed to the formation of events targeted at highly influential consumer evangelists.

Hawai'i Department of Education

Technology Coordinator II; July 2003 - June 2004

Developed and restructured the use of technology and lead implementation of new-media based concepts into curricula in secondary education settings.

SKILLS

Highly skilled in effective communication, team management and mentoring with a sharp business acumen. Ability to quickly adapt and use technology as a tool to implement creative solutions to challenges. Further able to translate complicated processes into easily understood teachings to others. Subject matter expert with business and hospitality software that is used in the operation of high profile entities. Expert in the use of office technology in a Windows/Mac environment - including *Microsoft Office* and creative tools such as *Adobe Creative Suite* and *Final Cut Studio*.

ACHIEVEMENTS, RECOGNITION AND ACTIVITIES

Disney Quarterly Award

In recognition of excellence and exemplary performance in operations training.
Awarded August for Q4 2010.

Walt Disney Parks and Resorts Internship Programs Alumnus

Spring 2007 & Fall 2008.

Disney Great Service Fanatic Recognition

In recognition of dedication to excellent service.
Recognized 40+ times.

Apple Product Professional & Sales Professional

In recognition of knowledge and completion of corporate communications initiatives.
Awarded in 2005, 2006 and 2007.

REFERENCES

Available upon request.