



SUMMARY

Dedicated and passionate individual with a depth of leadership experience in education, communication and guest service. Dynamic backgrounds in both computer science and creative design, with both the technical skill and expertise to lead a project smoothly from concept to completion. Up to date on industry trends in technology, entertainment and hospitality. Looking for a large, positive corporate environment where I can put my skill set to use.

EXPERIENCE

Intern

Walt Disney World® Resort; Orlando, Florida. February 2007 - January 2008

Restaurant Host and Trainer: Responsible for coordinating guest service at a major Walt Disney World® Resort table service location serving over one thousand covers per meal service. Initiated the location's signature arrival experience with guests, with regard to check-in and guided tours of both the unique menu and physical location. Managed table assignment while coordinating with other members of the podium team and resolving challenging guest situations. Frequently coordinated the location's transaction processing area, with high-volumes of cash handling. Was additionally responsible for operations training, relating to all of the above responsibilities.

Resorts Facilitator for Operations, Learning and Development: Facilitated property orientation for new and transfer employees of Disney's Polynesian Resort, with a strong emphasis on the importance of guest service basics and recovery skills, in addition to area cultural values. Implemented the use of new and existing media assets to enhance and increase retention of topics discussed.

Editorial Director

Macteens Magazine; Hollywood, California. December 2001 - January 2007

Managed the successful re-launch of an online publication targeted to an audience of teenage technology enthusiasts. Was responsible for utilizing extensive knowledge of platform and market conditions to position the organization's writers and overall direction, while making individual contributions to the magazine's editorial collection and features. Coordinated the promotion and marketing of the publication using community-based platforms.

Event Advisory Committee Member

Apple User Group Advisory Board for Apple Inc.; Cupertino, California. September 2005 - January 2007

Assisted board with the formation of events targeted at highly influential consumer evangelists. Discussed and provided critical feedback on event and communications strategies. Collaboratively worked with the team to form unique platforms to reach and educate evangelists on the company's marketing goals.

Instructional Technology Coordinator II

Hawai'i State Department of Education; Lahaina, Hawaii. July 2003 - June 2004

Designed and implemented plans to restructure the use of technology systems at a district level school. Was responsible for the administration of systems, with an emphasis on user support (help-desk). Was additionally responsible for introducing "new media" concepts that assisted in providing new methods of instruction to educators. Assisted in the formation of segment-based education programs for both students and educators.

SKILLS

Highly skilled in effective interpersonal communication, critical analysis and project management. Experience and expertise with communication strategies, with particular regard to youth markets. Strong familiarity with "Web 2.0" concepts and technologies, and the application of such to market products. High level proficiency with web programming and mobile platforms. Expert in production workflows, including Photoshop and Final Cut Pro. Expert in Mac OS X, Windows 2000/XP/Vista and knowledge of Linux environments. A creative astute learner, who is quick to reference materials and learn new skills.

AWARDS AND RECOGNITION

Disney "Great Service Fanatic" Awards, 20, 2007
Apple Product Professional/Sales Prof. Recognition.

CERTIFICATION/TRAINING

Disney Trainer/Facilitator, 2007.
Macworld Conference Series, 2004 - 2008.

EDUCATION

High School Diploma, June 2006.
Myron B. Thompson Academy, Honolulu HI

REFERENCES

References are available upon request.