Henry Valladares

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CERTIFICATE

Google IT Support Professional Certificate   **February 2021**
- Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

WORK EXPERIENCE

Lead Guest Relations Associate - Front Desk   **June 2019–Present**
Universal Studios Hollywood   Universal City, CA
- Document and resolve 2000+ End User tickets through a variety of methods to resolve ticketing issues, in park experiences and guest escalations..
- Communicate with various departments to verify guest and employee incidents as well as attraction down times.
- Use web-based applications such as Salesforce, Microsoft Suite, and WinCas to notate and confirm guest experiences and accommodations
- Resolve escalated experiences, build brand loyalty, prevent litigation and company loss by providing innovative and creative recovery options to create new experiences.
- Part of the team that increased Universal Studios Guest Satisfaction Rating 35%.
- Communicate with all company segments to investigate customer claims, forward incident reports, verify experiences and forward ticketing/payment issues.
- Resolved guest emails and phone calls to assure all inquiries are resolved in a timely manner during Covid-19 pandemic.

Sr. Trainer/Recruiting Coordinator– Learning & Organizational Development   **April 2018 – Present**
Universal Studios Hollywood   Universal City, CA
- Recruited, hired, and trained managers, assistant managers, hourly team members for various park departments.
- Delivered orientations of the Wizarding World of Harry Potter™, Jurassic World, Transformers and Universal Way brands.
- Developed, designed and delivered leadership and employee development curriculum for more than 500 employees.
- Researches and customizes new learning solutions, not limited to instructor-led, online learning, and on-the-job learning.
- Ensures training materials are updated, relevant and support current Standard Operating Procedures.
- Strengthened Universals Core Values, The Universal Way, and Service Standards.
- Administers, sources and/or facilitates training programs including scheduling, delivering, marketing, administration and evaluation.

Lead Team Ride Operator- Harry Potter and the Forbidden Journey™   **December 2016 – Present**
Universal Studios Hollywood   Universal City, CA
- Mentored over 30 team members to become leaders within the company.
- Periodically have 1 on 1's with Team members and Leaders to help with their development.
- Entered ride track to evacuate Guests stuck on the ride during major down times.
- Motivate team members to theme and interact with guests to add for a better guest experience.

Halloween Horror Nights Maze Lead – Poltergeist™   **September 2018 – November 2018**
Universal Studios Hollywood   Universal City, CA
- Adapted operation to fit with entertainment's needs.
- Handled guest situations dealing with fraud, assistance passes, and code of conduct breakers.
- Designed and built multiple maze queue layouts to increase Guest throughput by 28%.

EDUCATION

Santa Monica College   **May 2017**
Associate's Degree in Psychology   Santa Monica, CA
- Part of Scholar Honors society which allowed students to be a part of UCLA's psychology program

SKILLS

- **Skills:** Salesforce; Project Management; Windows; Troubleshooting; Strategic Planning; Guest Service