

Zadkiel Rodriguez Alvarado

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PROFESSIONAL EXPERIENCE

EPCOT – Norway Food & Beverage, Mar 2023 – Present

Food and Beverage Coordinator

- Showcases commitment to uphold high standards in cleanliness, presentation, and overall guest satisfaction.
- Validates that our casts consistently upheld up-to-date training standards essential for proficient role execution.
- Facilitates professional communication between our team and the entertainment team to ensure seamless collaboration for enhanced guest experiences.
- Monitors accounting functions for Akershus Royal Banquet Hall, Kringla Bakeri, and Norway Beer Cart

Disney's Animal Kingdom – Pandora: The World of Avatar, Oct 2017 – Mar 2023

Food and Beverage Host/Hostess

- Coordinator
 - Implemented new processes and procedures to help with regulatory training (D-learn) at the location.
 - Addressed guest concerns in a professional and timely manner.
 - Held cast accountable for consistency in food quality, presentation, portion controls and cast interactions so we could meet the guest and cast needs.
 - Encouraged teamwork and partnership with peers, leadership, and partners around property.
 - Took responsibility for tracking and following up on all the engineering backlogs and work order completion for the location.
- General Teller (GT)
 - Monitored over and shorts for Satuli Canteen, Pongu Pongu, ACE, and Beer Cart.
 - Took responsibility for verifying that all the paperwork met Advisory & Assurance standards.
- Trainer
 - Facilitated Food and Beverage Essentials classes at Disney's Animal Kingdom Theme Park.
 - Applied new processes that involve the training of our Front of House Cast Members.

EDUCATION

FULL SAIL UNIVERSITY

Orlando, FL

Bachelor of Science (B.S.) Game Development (Jun 2017)

- Work on Unity3D to create 2D and 3D games.
- Teamwork with 2D and 3D artists to create Capstone Projects.

BELLEVUE UNIVERSITY

Bellevue, NE (Online)

Bachelor of Science (B.S.) Web Development (Anticipated Graduation Date: Aug 2024)

- Learning how to be a Full Stack Developer.
- GitHub: <https://github.com/Zadkiel26>.

ADDITIONAL SKILLS

- Bi-Lingual: Spanish
- Microsoft Office (Outlook, Word, PowerPoint, Excel, and Publisher)

- Expedite (Mobile Order)
- Canopy and Data Now (Back Office for Mobile Order)
- Cast Deployment System (CDS)
- Matra (Back Office)
- Dine-Time, ConnectSmart, and a la Carte (Dining Reservation System)
- Coding Languages: HTML, CSS, JavaScript, C#, C++
- Visual Studio Code, MongoDB, Unity3D, Figma