

ALYSSA GRAHAM

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PROFESSIONAL SUMMARY

Seasoned operations supervisor and trainer bringing demonstrated safety management and performance optimization skills gained during experience in fast paced settings. Deliver in-depth training and mentoring to help each improve abilities and advance work quality. Dependable, hardworking and level-headed in addressing diverse problems. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Management Training
- CPR/ Lifeguard Instructor
- Blood Born Pathogens Certified
- Time Management
- Performance under pressure
- Exceptional communication
- Administrative Management
- First Aid Certified
- CPO Certified
- Conflict Management
- Microsoft Office

WORK HISTORY

- 03/2024 to Current

Attractions Cast Member
Walt Disney World Resort – Orlando, FL

 - Enhanced guest experience by providing exceptional customer service and maintaining a positive attitude.
 - Collaborated with fellow cast members to ensure seamless teamwork and coordinated efforts for optimal guest satisfaction.
 - Facilitated accessibility for guests with disabilities through proper assistance procedures according to company policies.
 - Promoted adherence to safety guidelines amongst guests by consistently reinforcing rules during pre-boarding announcements or in-person reminders.
 - Handled guest concerns and complaints with professionalism, empathy, efficiency, and effective problem-solving skills.
- 02/2024 to Current

Training Specialist
Jeff Ellis Management – Orlando, FL

 - Evaluated training effectiveness using feedback surveys and assessments, making continuous improvements as needed.
 - Enhanced employee performance by developing and implementing comprehensive training programs.
 - Supported team development by providing constructive feedback to fellow lifeguards on performance improvements needed.
 - Implemented new training techniques that led to increased certification rates among course participants.
 - Contributed to a safer swimming environment by maintaining clean, organized, and hazard-free pool areas.

10/2023 to 03/2024

Lifeguard

Walt Disney World Resort – Lake Buena Vista, Florida

- Monitored safety of guests in and around swimming pool.
- Learned and maintained proficiency in first responder skills such as First Aid and CPR to offer individuals in distress optimal support.
- Maximized customer satisfaction by greeting pool patrons with courtesy and resolving issues promptly.
- Attentively monitored swimmers to identify distress.
- Observed weather and water conditions and alerted visitors to potential dangers.
- Entered water immediately to pull struggling swimmers to safety.
- Maintained a clean and safe facility, performing necessary cleaning tasks on a daily basis to keep the pool show ready.

03/2019 to 08/2023

Operations Managerial Supervisor

Six Flags White Water – Marietta, Georgia

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Evaluated employee performance and coached and trained to improve weak areas.
- Handled customer complaints, resolved issues and adjusted policies to meet changing needs, with courtesy.
- Maintained compliance with company policies, objectives and communication goals.
- Worked with management team to implement proper division of responsibilities.
- Set overall vision and provided team leadership.
- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
- Developed training, task and process guidelines and communicated clear and concise directions to employees.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Interviewed, hired and trained new employees for production positions.
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts.

08/2022 to 12/2022

Biology Intern

Georgia Aquarium – Atlanta, Georgia

- Handled specimens and conducted tests according to established protocols, keeping efficient records on all experiments.
- Investigated living and environmental conditions of fish and mammals and determined solutions to habitat issues.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-day duties accurately and efficiently.

EDUCATION

Expected in 08/2025

Master of Science: Data Science

Bellevue University - Bellevue, NE

07/2023

Bachelor of Science: Biology

Kennesaw State University - Kennesaw, GA

Study Abroad: Belize, Marine Biology