

# Adam McMahan, GMBPSS

## E-Mail:

Adam.J.McMahan@Gmail.com

## Summary

Curious and passionate about amplifying employee voice and enhancing the employee experience through rigorous people research. Committed to delivering actionable insights via mixed-method approaches, storytelling, and innovative tools that drive strategic decisions and organizational excellence.

## Skills

### Technical Skills

- Qualtrics
- SPSS
- Programming Languages
- Big Data & Streaming
- Microsoft Products
- ServiceNow
- Co-Pilot

### Soft Skills

- Emotional Intelligence
- Storytelling
- Creativity
- Curiosity
- Diversity and Inclusion
- Adaptability

## Education

### Bellevue University

Anticipated December 2025

MS in Data Science

### Kingston University London

January 2023

MS in Industrial-Organizational Psychology

### University of Central Florida

December 2020

BS Psychology

## Relevant Work Experience

### The Walt Disney Company

#### People Insights, Graduate Research Analyst

Jan 2025 – July 2025

- Coordinated LLM testing, partnering with Decision Science to collaborate on development of internal tools
- Designed evaluation processes and metrics for 2-year rotational program for emerging HRBP talent
- Contributed to quarterly reports, creating metrics and dashboards for senior executive learning programs
- Developed training guide on engineering AI prompts for language translations and troubleshooting for global use
- Performed external research and benchmarks to contextualize internal findings and inform people strategies

#### Guest Services Representative

April 2024 – Present

- Maintained a 98% quality assurance score in a high-volume call-center environment
- Assisted Guest with their concerns, folios, troubleshooting, challenges, and other general questions
- Acted as a knowledge source for all segments of the TWDC, including DCL, ABC, International, and SVOD services

#### Operations Coordinator and Trainer

May 2016 – Sept 2021

- Improved decision-making abilities of emerging coordinators by 33%, establishing metrics for follow-through
- Collaborated on safety efforts that boosted engagement, reducing injuries by 20% and lost time by 32%
- Analyzed operational data, identifying trends and formulating actionable responses to achieve productivity goals

#### Entertainment Operations Scheduler

Jan 2018 – April 2019

- Produced and maintained Cast schedules, adhering to agreed union practices, use of EiSS
- Spearheaded reallocation initiative, resolving staffing challenges and optimizing coordinator use
- Partnered with Health Services when handling Cast returning from MLOA, ensuring company policy is followed

## Project Work

#### Workforce Simulation and Predictive Modeling

Bellevue

Aug 2025

- Built and validated machine learning models to forecast attrition trends by education, translating technical outputs into strategic insights for stakeholder engagement

#### LLM Testing of Employee Listening Tools

TWDC

Jan 2025

- Designed and evaluated testing of various LLM models to measure topic discovery and sentiment analysis of employee comments against human analysis, evaluating efficiency and accuracy qualitative data analysis

#### Dissertation

Kingston

Sept 2022

- Bridged D&I gaps by researching the moderating effects of LGBT status and inclusion on the relationship between wellbeing and psychological safety of employees across industries, based in Optimal Distinctiveness Theory