Adam McMahan, GMBPsS

E-Mail
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Webpages
Portfolio + GitHub
Adam McMahan | Strategic Analyst

LinkedIn
Adam McMahan | LinkedIn

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

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

Education

Bellevue University
MS in Data Science (Anticipated 2025)

Kingston University London
MS in Industrial-Organizational Psychology (January 2023)

University of Central Florida
BS Psychology (December 2020)

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   Jan2018 – 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