### Education

**Bellevue University**—Bellevue, Nebraska  **Anticipated Graduation May 2021**

Masters of Science in Data Science

**University of Central Florida**—Orlando, Florida  **Graduated May 2016**

Bachelor of Arts in Digital Media: Web Design  
Bachelor of Science in Hospitality Management

**Valencia College**—Orlando, Florida **Graduated July 2012**

Associates of Arts in Studio Arts/Fine Arts

### Experience

**Walt Disney World**—Lake Buena Vista, Florida **May 2010 – Present**

Labor Attendance and Time Team Compliance Specialist *January 2018 – Present*

* Create and maintain user interfaces using Vue.js and JavaScript to allow fellow members of team to make adjustments to internal database without writing queries.
* Led a project to better streamline and reduce workload of the way Outstanding Reprimands are processed.
* Responsible for creating multiple reprimand matrices for different organization in SQL server database.
* Partners with Disneyland Resort on initiatives such as the e-signature tool for a more efficient approach of issuing and supporting reprimands.
* Maintain JIRA for team’s Sprints and other projects as well as documents projects and processes in Confluence.

Labor Attendance and Time Team Analyst (Temporary Assignment) *January 2020 – October 2020*

* Assisted in rolling out new infrastructures and technologies to replace or enhance team’s interface, Cast Self Service, Self Service, as well as new time recording system in languages such as Angular, JavaScript, and Java.
* Sustained the team’s interface through quality assurance checks for improvements and bug fixes.
* Assisted with facilitating bi-weekly Change Request meetings that determines project work for the team.
* Demonstrated the ability to handle confidential information about the company and its Cast Members.

Labor Attendance and Time Team Compliance Specialist *January 2017 – January 2018*

* Ensured accurate time recording for 60,000 Cast Members in various lines of business in Workbrain and SAP.
* Developed and maintained daily audits and reports using SQL.
* Able to troubleshoot a variety of incidents for technical and non-technical users.
* Responded to data requests in a timely manner using multiple databases for various lines of business.
* Processed audits in Workbrain to fix defects and be compliant with contractual pay rules.

Resort Concierge *October 2013 – January 2017*

* Ensured guest satisfaction by assisting in planning daily activities such as dining reservations, Fastpass+ selections, and recreation activities
* Handled multiple systems on the job, including LILO reservation system, A La Carte dining system, Cast Apps, HotSOS, and TAG.
* Handled cash transaction including foreign currency and travelers’ checks.

Park Operations Attractions Hostess *May 2010 – October 2013*

* Operated a high demand attraction while ensuring the guest’s safety and satisfaction.
* Demonstrated Walt Disney World Resort’s The Four Keys Basics by ensuring a safe and courteous environment for guests and Cast Members while in character and performing the part.

**Skills**

* Proficient in Microsoft Office Suite, SAP, Workbrain, Business Objects, and ServiceNow.
* Understanding of Python and R.
* Knowledgeable in SQL, VueJS, HTML, JavaScript, and CSS on a daily basis.
* Highly organized with great time management skills.
* Detail oriented with excellent analytical skills.
* Eager to learn new skills and tasks and able to do so in a timely manner.