

Barbara Payne

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Education

Bellevue University—Bellevue, Nebraska
Masters of Science in Data Science

Anticipated Graduation August 2021

University of Central Florida—Orlando, Florida
Bachelor of Arts in Digital Media: Web Design
Bachelor of Science in Hospitality Management

Graduated May 2016

Valencia College—Orlando, Florida
Associates of Arts in Studio Arts/Fine Arts

Graduated July 2012

Experience

Walt Disney World—Lake Buena Vista, Florida
Planning and Analytics Developer

May 2010 – Present

February 2021 – Present

- Develop and support tools to increase ability to leverage product across domestic and international businesses.
- Support Access and SQL Server Databases, as well as creating and optimizing data flow.
- A primary escalation point-of-contact for troubleshooting, application challenges, and user questions.
- Provides support for back of house cast and leaders through product knowledge, testing, and training.
- Lead efforts to support Merchandise Business Insights & Analytics tools and applications.
- Responsible for business process design, system development, and implementation.

Labor Attendance and Time Team Compliance Specialist

January 2017 – February 2021

- Ensured accurate time recording for 60,000 Cast Members in various lines of business in Workbrain and SAP by creating daily audits and reports using SQL.
- Created and maintained user interfaces using Vue.js and JavaScript to allow fellow members of team to make adjustments to internal database without writing queries.
- Partnered with Disneyland Resort on initiatives such as the e-signature tool for a more efficient approach of issuing and supporting reprimands.
- Responded to data requests in a timely manner using multiple databases for various lines of business.
- Maintained 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.

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 LLO reservation system, A La Carte dining system, and Cast App.
- 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 Five 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.