

ISABELA IRIZARRY LIZARRAGA

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CAREER OBJECTIVE

Pursuing opportunities in event operations and hospitality management. Experienced in guest service, logistics coordination, and event support, with a proven ability to deliver organized, guest-centered experiences. Skilled in communication, adaptability, and attention to detail, with a strong commitment to excellence and collaboration in dynamic hospitality environments.

EDUCATION

University of Central Florida/Rosen College of Hospitality Management
Bachelor's Degree in Event Management
President's List / Dean's List / GPA 3.7

**Graduating
Dec 2025**

PROFESSIONAL EXPERIENCE

Walt Disney Company
Disney's Fort Wilderness Resort
Concierge

**Jun 2025 –
Present**

- Welcome and assist hundreds of Guests daily with professionalism and efficiency
- Coordinate special requests and communicate across departments
- Maintain an organized workspace and support operational logistics

Walt Disney Company
Sales Hostess

**Mar 2022 –
Jun 2025**

- Processed transactions and managed logistics in a high-volume environment
- Anticipated Guest needs and delivered quality, tailored solutions
- Ensured Disney standards of Safety, Courtesy, and Efficiency in daily operation

UCF Rosen College of Hospitality Management
Operations & Exhibitions Services Lead

**Jan 2025 –
Mar 2025**

- Oversaw event logistics including layouts, signage, and registration
- Directed exhibitor load-in/out and Guest flow to support smooth event execution
- Prepared detailed plans and documentation for pre-con, post-con, and future events

Walt Disney World Company
Multi-Language Sales & Solutions Specialist

**Sep 2019 –
Mar 2022**

- Organized group bookings and itineraries to accommodate diverse Guest needs
- Resolved escalated Guest issues quickly and effectively to ensure satisfaction
- Provided bilingual support in Spanish and English

Kaplan Test Prep
Concierge Coordinator

**Aug 2018 –
Jul 2019**

- Managed logistics and scheduling for multiple events and seminars
- Supervised and mentored a team of 80+ staff to promote collaboration
- Built strong client relationships through proactive communication and service

ACHIEVEMENTS

President's List
Dean's List
National Honor Society
Operations & Exhibitions Services Lead

SKILLS

Organization
Adaptability
Collaboration
Communication

CERTIFICATIONS

CVENT
Operations Specialist
Operational Support Management
Business Support & Specialist

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