**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.

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| **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**  **PROFESSIONAL EXPERIENCE**  **Walt Disney Company**  **Disney’s Fort Wilderness Resort**  ***Concierge***   * 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***   * 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***   * 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***   * 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***   * 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 | | |  | **Graduating**  **Dec 2025**  **Jun 2025 −**  **Present**  **Mar 2022 −**  **Jun 2025**  **Jan 2025 −**  **Mar 2025**  **Sep 2019 −**  **Mar 2022**  **Aug 2018 − Jul 2019** |
| **ACHIEVEMENTS SKILLS CERTIFICATIONS** | | | | |
| President’s List  Dean’s List  National Honor Society  Operations & Exhibitions Services Lead | Organization  Adaptability  Collaboration  Communication | CVENT  Operations Specialist  Operational Support Management  Business Support & Specialist | | |