

KAILEE SMITH

Sports Business Professional

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WORK EXPERIENCES

Los Angeles Angels
October 2018-Present

Inside Sales Representative

- One of the top three highest during initial ticket on sale
- Ranked multiple times in highest sold amounts on weekly and monthly basis
- Sold over half of quota for suites before start of season
- Assisted in Season Seat Holder amenity fulfillment
- Cold calls an over an average of 80 people daily
- Effectively manages daily tasks, calls and emails

Walt Disney Company
January 2016-October 2018

Guest Relations Hostess/Coordinator

- Selected to assist in showcasing seasonal offerings to external Media teams from over 1000 applicants
- Was responsible for upholding the Disney brand whilst hosting VIPs and Disney Corporate Partners within the theme parks
- Received 35 Guest compliments and 12 Co-Worker recognitions in a 9-month span for exceptional service and leadership
- Demonstrated leadership to Cast Members in the many diverse areas of the Disneyland Resort by providing my expertise and information
- Used outstanding verbal communication and problem-solving skills to meet or exceed guest expectations
- 1 of 15 selected out of 200 to be a Guided Tours Hostess to share the Heritage of the Disneyland Resort
- Created new system to track and record daily usage for 35 devices to improve overall efficiency
- Showcased the ability to provide a personalized experience in every interaction with Guests from around the world
- Participated on efficiency team that worked to improve overall Guest experience and satisfaction

Walt Disney Company
January -August 2016

Disneyland Resort College Program Intern

- Successfully completed course curriculum
- Learned primary components of business success
- Refined my knowledge of the Walt Disney Company culture and goals
- Interacted with leaders from different lines of business within the Walt Disney Company

EDUCATION

Arizona State University
2017

Bachelor of Arts in Business Communication

EXPERTISE

● Salesforce ● Provenue ● Microsoft Office 360 ● CDS/Workbrain Time Recording