

# KATHRYN SIMEK

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Experienced professional with expertise in a variety of business areas including administration, operations, and human resources. Excellent with office management and directing executive-level administrative affairs and support. Proficient in planning and coordinating domestic and international travel, meetings, itineraries, and special projects. Serving as a liaison between company executives and staff, organizing and processing expense reports, and creating and implementing process procedures to increase efficiency. Problem-solver with keen attention to detail, quickly able to adapt, organizer, and subject matter expert.

## AREA OF EXPERTISE

- Editing & Proofreading
- Purchasing & Inventory
- Customer Service
- Executive Liaison & Support
- Vendor Management
- Relationship Building
- Document Creation & Maintenance
- Process Implementation
- Expense Reports & Travel

## TECHNICAL SKILLS

- Microsoft Office Suite
- Adobe Acrobat
- GitHub Collaboration
- Google Suite
- Cloud Storage Systems
- TalentReef
- DocuSign
- Concur
- UKG Pro

## PROFESSIONAL EXPERIENCE

### Human Resources Information System Specialist

July 2022 – Present

**Zeiders Enterprises, Inc.**, Woodbridge, VA

Update and maintain the employee record information system. Maintain strict confidentiality with employee information and government contract details. Quality control various internal communication channels and data entry for employee records.

- Create, run and analyze reports for scheduled and ad hoc requests. Assist with quarterly updates on employment metrics.

### Corporate Operations Specialist

November 2021 – July 2022

**Zeiders Enterprises, Inc.**, Woodbridge, VA

Space management, facility representative and company representative for phone inquiries and office visitors. Provide backup assistance with employee security processes, coordinating efforts with military bases and processing for government clearance. Maintaining executive level calendar for scheduled and ad hoc meetings. Create and update operating procedures and resources for daily responsibilities. Identify and execute projects to improve operations.

### Human Resources Assistant

December 2020 – November 2021

**E.C.C. Enterprises Holding Company LLC – McDonald's**, Woodbridge, VA

Represent the Franchisee and McDonald's Corporation through full cycle recruitment and Human Resource related responsibilities including recruiting, interviewing, and onboarding talent. Identify and implement hiring tactics while supporting multiple restaurants with employee retention practices. Plan, coordinate and execute multi-location recognition programs and activities. Communicate company initiatives and policy changes. Maintain confidential personnel documents and employment records for employment authorization and electronic verification. Create and sustain employee engagement through new and existing communication channels and recognition opportunities. Stepped into a newly created position to develop a companywide department focusing on centralized human resource activities.

- Implement processes to increase data security and reduce risk of PII.
- Identify new channels to communicate with entry level employees with inconsistent schedules and varied levels of access and experience with technology.

### Student Trainee (Office Support & Administration), Quality

June 2021 – August 2021

**Consumer Response, Consumer Financial Protection Bureau**, Washington D.C.

Assist Section Chief with end-to-end quality assurance evaluation. Performing data mining and statistical analysis on large datasets and summarizing and presenting findings. Brief Agency Executive on service contract performance metrics. Create process guides and references focusing on agency objectives and active participants in the process. Perform qualitative and quantitative evaluations to align practices with business objectives and assign levels of risk.

**Administrator, Marine Technical Operations****April 2018 – December 2020****Disney Cruise Line, The Walt Disney Company, Kissimmee, FL**

Administrator to the engineering team, completing travel reimbursements, reconciling company credit card purchase for expense reports, scheduling monthly team calls, coordinating calls over multiple time zones, arranging international travel, and printing ship deck plans on large scale plotter. Greet and escort external vendors to meeting spaces and validating visitor clearance. Partner with a diverse group of international employees and vendors.

- Create standard operating procedures and checklists to ensure daily and non-regularly occurring tasks are complete and Outlook signature responses to streamline consistent communication with project managers and vendors.
- Supervise department fleet vehicles, including maintenance, employee use, and cleaning. Provide support for video teleconferencing equipment and taking notes via intercom with follow up action items.
- Manage office carpet replacement project of packing/unpacking for the engineering team resulting in minimal work disruption and reducing installation delays.
- Serve as department Safety Champion and represent the department at building meetings sharing applicable updates with the team.
- Organize efforts with team administrators to plan and execute department recognition and department wide events.

**Administrator, Disney Special Activities and Disney Signature Services****October 2014 – April 2018****Walt Disney Parks & Resorts, The Walt Disney Company, Orlando, FL**

Coordinated logistics and scheduling for team relocation with 30+ computers, desk phones, and multiple kitchen and storage locations on time and without disrupting daily operation. Heavy calendar management with high executive visibility. Facilitated the transition of candidate interviews to video conferencing and assisted with onboarding. Followed policies and procedures to protect customer credit card information and privacy. Proactively addressed customer concerns. Assisted in troubleshooting and providing guidance for navigating company websites. Coached children to understand entertainment attraction experience in preparation for ride and gauge expected reactions. Sourced and tested new software and collaboration tools before implementing to scale and training team members.

- Requested, opened, and posted job requisitions thereby within three months the management team doubled in size.
- Created internal and external communications regarding customer satisfaction and department-wide policy changes.
- Planned employee celebrations, including booking rooms, setting up catering, and ordering company gifts.
- Established departmental standard levels by consolidating ordering processes; served as point-of-contact for departmental purchasing, ordering goods, and processing payment.
- Designed office layout and assigned employees to remodeled office space to maximize capacity and reduce noise.
- Created and implemented post-VIP Tour Thank You card program. Designed several versions of Disney themed sentiments for different occasions resulting in sending thousands of cards to past customers.
- Hosted VIP Tours for high profile clients and affluent customers, escorted groups through theme parks, and navigated crowds. Assessing group dynamics and adjusting plans to accommodate varied ages and interests.

**Resort Front Office Cast Member****January 2012 – October 2014****Walt Disney Parks & Resorts, The Walt Disney Company, Orlando, FL**

Provided world class customer service in a variety of guest facing and phone situations; shared knowledge, quickly defused situations and resolved complaints. Trained new cast members to maintain service standards while emphasizing resort specific processes. Served as first and last, point-of-contact for customers. Provided concierge-level assistance to customers, interacted comfortably with guests of all levels and celebrities. Utilized multiple computer systems to manage room inventory, meet guest requests and coordinate with housekeeping to prioritize room cleaning.

- Managed room inventory for resorts to maximize occupancy. Tracked labor to assist management in forecasting efficient staffing schedules.
- Controlled bell services operation, prioritizing service requests, and dispatching bellmen per union contract.

## ADDITIONAL EXPERIENCE

Human Resources Assistant, Shepler's Mackinac Island Ferry, Mackinaw City, FL

## EDUCATION

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**Master of Science in Data Science, Candidate: 2022**

Bellevue University, Bellevue, NE

**Bachelor of Science in Hospitality and Tourism Management, Minor: Business**

Grand Valley State University, Allendale, MI

## Courses by Subject Type

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- DSC 510 – Introduction to Programming: Python programming language as a tool to clean, slice, and build tools to analyze an existing dataset
- DSC 520 – Statistics for Data Science: Using R programming language and software environment to explore all types of data and perform statistical tests..
- DSC 530 – Data Exploration and Analysis: Explore complex techniques for profiling and exploring data. Use programming and statistics-based inference to ask and answer insightful questions of data.
- DSC 540 – Data Preparation: Use Python, SQL, and other tools to acquire, prepare, clean, and automate dataset creation.
- DSC 550 – Data Mining: Explore techniques to mine and analyze large datasets to discover useful knowledge. Text mining, unstructured data, social networks, and other types of unsupervised data mining methods for data science.
- DSC 630 – Predictive Analytics: Create a project from concept to implementation, including finding, cleaning, analyzing, and reporting. Use advanced methods of analysis in Python and R to delve deeper into the project.
- DSC 640 - Data Presentation and Visualization: Understand basic storytelling components of data science and apply them to different types of data for various clients and audiences.
- DSC 650 - Big Data: Use fundamentals of data infrastructure and how technologies fit together to form a process, or pipeline, to refine data into usable datasets. Build a predictive modeling pipeline for “big data” projects.
- DSC 680 - Applied Data Science: Project creation from origin to presentation. Gather data, then prepare, clean, analyze, and present analysis to an audience