

# Katie Lynn Swiatek

## WORK EXPERIENCE

### **The Walt Disney Company / Quick Service Food & Beverage Hostess**

Disney's Hollywood Studios – Sunset Ranch Market, Lake Buena Vista, FL / May 2018 – Present

- Currently trained in the following support roles: Relief Coordinator, General Teller, Area Trainer, Support Stocker.
- Effectively communicate with Guests, fellow Cast Members, and Leaders to ensure the location is running in a manner reflective of the Five Keys Basics.
- Support the location by creating flyers and other collateral to communicate location updates and training information with our Cast Members.
- Problem solve through a variety of situations to ensure the needs of our Guests are being met.
- Multitask successfully in a fast paced, high-pressure environment.
- Maintain a safe, clean, and organized workspace both Onstage and Backstage.

### **The Walt Disney Company / Merchandise Hostess**

Disney Springs – World of Disney, Lake Buena Vista, FL / January 2017 – August 2017

- Completed the Disney College Program
- Communicated with Guests in order to meet their needs efficiently and courteously.
- Maintained a well stocked, clean, and organized environment for our Guests and Cast.

## EDUCATION

### **Master of Arts in Mass Communication**

#### **Focus in Web Design and Online Communication**

Disney Aspire – University of Florida, Gainesville, FL/ January 2021 – Present

### **Certificate in Hospitality and Tourism Management**

Florida Atlantic University, Online / May 2020 – June 2020

### **Bachelor of Arts in Studio Art, Focus in Text + Media**

#### **Minors in Communications and Art History**

Florida State University, Tallahassee, FL / August 2014 – May 2018

## SKILLS

- Microsoft Office and the Adobe Suite
- Digital Photography
- Understanding of Web Design, including HTML.
- Customer Service
- Team Leadership
- Training and Communication
- Strong Multitasker
- Detail Oriented