

# KORI TROST

koriann24@gmail.com | 309-569-2704 | Provo, UT 84606 | WWW: <https://www.instagram.com/kori.trost/>

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## Summary

As an aspiring Experience Design and Management major and current Cast Member of the Walt Disney Company, I am acutely aware of an experience, desiring always for it to be impactful in positive ways. I have a strong work ethic that has lead me to opportunities at a younger age than most, challenging me to be diligent and honest in all I do. I greatly value respect and communication, knowing that a workplace cannot thrive if disorganized or full of contention.

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## Skills

- Performance Improvement
- Money Handling
- Reliable and Responsible
- Conflict Resolution
- Customer Retention
- Problem-Solving
- Critical Thinking
- Customer Service

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## Experience

### **Disney College Program Intern** | The Walt Disney Company - Orlando, FL | 08/2023 - 01/2024

As an intern for The Walt Disney Company, my role was in quick service food and beverage in Disney's Magic Kingdom. Being the largest of Walt Disney World's four parks, I worked in a fast-paced, high-stress environment six days a week.

- I collaborated with fellow castmates and superiors in a courteous manner, despite differences of belief, language, and work ethic.
- I practiced safe food preparation, handling, and service to thousands of guests.
- I operated a register and handled large cash and card payments daily, being held responsible for the balance of my register at all times.
- I facilitated many positive interactions with guests across the country and world with all different languages and backgrounds.
- I implemented Disney's five keys daily: safety, courtesy, inclusion, show, and efficiency.

### **The Shack Employee** | Ann Thomas - Macomb, IL | 05/2021 - 08/2023

The Shack is a locally owned shaved ice business in my hometown that is quite literally a shack. Being open seasonally, I've had the opportunity to work there the last three summers, with this past summer taking on responsibility for the marketing and social media efforts of the company.

- I single-handedly operated the shack and handled all transactions with a register.
- I shaved, sculpted, and flavored our product, creating innovative presentation designs that guests enjoyed.
- I started a loyalty program, invited customer engagement, and made other positive changes to the company to elevate its quality of experience.
- I maintained a safe and clean environment to provide fast and friendly service.

### **BYU Catering Waitstaff** | BYU Dining Services - Provo, UT | 01/2023 - 04/2023

I took pride in representing part of the BYU experience to students, faculty, staff, and members of the surrounding community through my role in catering to events across campus.

- I practiced safe food handling and service
- I worked efficiently under time-related high pressure circumstances and exercised patience during slow moments.
- I displayed respect to my guests, superiors, and coworkers throughout the entirety of an event.
- I positively represented myself, BYU, and the Savior through following instruction, protocol, and the BYU Honor Code.

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## Education and Training

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Macomb High School | Macomb, IL | 12/2022

### High School Diploma

- 3.99 GPA
- Top Ranked: 5%
- Member of National Honor Society, 2021-2023

Brigham Young University | Provo, UT

Pre-Experience Design and Management

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## References

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References available upon request.