

Emily K. Allen

Allen.Emily97@gmail.com www.linkedin.com/in/emilyallen15 201.280.5469

A University of Central Florida graduate with a Masters in Management of Integrated Business seeking opportunities in client-based business and analytics. My background in advisory and quality assurance allow me to utilize my clear communication skills and critical thinking abilities when analyzing business performance and growth.

EDUCATION

University of Central Florida **Orlando, Florida**
Masters in Management, Integrated Business **Expected Graduation August 2021**

University of Central Florida **Orlando, Florida**
Bachelor of Science in Hospitality Management **May 2019**
Concentration: **Marketing**

PROFESSIONAL EXPERIENCE

Deloitte **New York, New York**
Brand Operation Services; Risk and Financial Advisory **July 2019 - Present**

Business Solutions Advisor

- ♦ Partnered with clients to elevate and implement quality assurance program across hospitality sector
- ♦ Analyzed and interpreted data across 32 global brands to report trends
- ♦ Conducted independent audits of over 700+ touch points of brand and operational metrics
- ♦ Presented business risk assessments delivering year end data reports to stakeholders
- ♦ Provided actionable insights to managing directors of various departments
- ♦ Partnered with state government for implementation and disbursement of financial COVID-19 relief aid
- ♦ Designed the development of two new training programs for internal use
- ♦ Received over 60 performance feedback surveys from clients scoring above average levels of service

Walt Disney World Resort **Orlando, Florida**
Disney's Contemporary Resort **December 2017 – January 2019**

Housekeeper

- ♦ Managed the delivery of service orders to 430 vacation club guestrooms
- ♦ Implemented new safety protocol resort wide

Disney's Animal Kingdom **Orlando, Florida**
Attraction Hostess **March 2016 – December 2017**

- ♦ Opening team Avatar Flight of Passage, Pandora: World of Avatar attractions as part of 300 cast member team

SKILLS AND CERTIFICATIONS

- ♦ Foundations in Google Analytics
- ♦ Expert Certification in MOS Excel
- ♦ Marketing Foundations: Consumer Behavior

AWARDS

- ♦ Eta Sigma Delta Hospitality Honor Society
- ♦ Dean's List, Rosen College of Hospitality Management